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ABSTRACT

This curriculum guide for schools in Arkansas provides course outlines in the general subject area of text processing. Each course outline indicates grade level and prerequisites, and provides a brief description of course goals. In addition, a list of skills is included for each course, with each skill divided into three instructional levels: basic (skills which all students must master); developmental; and extensions (skills stressing higher order thinking, processing, and problem solving). Courses consist of: (1) Business Communications; (2) Cooperative Office Education (COE); (3) Office Procedures; (4) Office Technology Laboratory (OTL); (5) Shorthand 1 and 2; (6) Typewriting 1 and 2; and (7) Word Processing 1 and 2. (MM)

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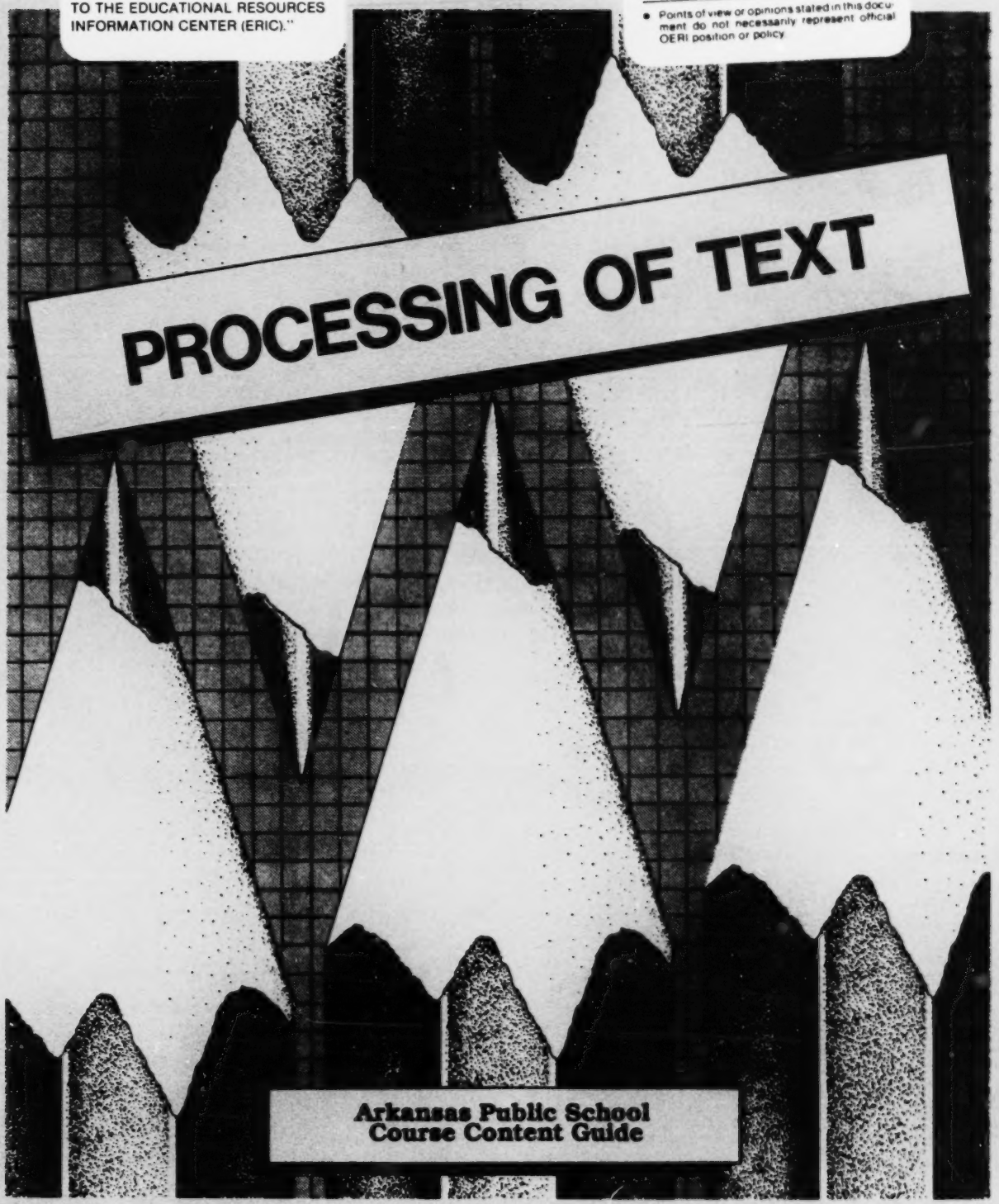

INTRODUCTION

The STANDARDS FOR ACCREDITATION OF PUBLIC SCHOOLS, adopted by the Arkansas State Board of Education, required the development of these course content guides. The Standards also required that essential skills be identified for each course taught in the public schools of Arkansas. Committees of classroom teachers, curriculum specialists, principals, superintendents, staff members from institutions of higher education and Department of Education personnel jointly identified the skills included in each of the guides.

These guides are offered as a framework on which a curriculum can be built; they should not be considered the complete (only) curriculum of a school. After adopting the guides and after careful planning, the local staff should extend them by developing teaching plans, identifying resources, selecting presentation methods and coordinating evaluative techniques with skills to be taught. From these expansions of the course content guides, a more complete curriculum guide can emerge.

Within each subject area and at each grade level, skills have been identified at three instructional levels: basic, developmental and extensions. The basic skills are those skills which all students must master. They are also the skills on which the Minimum Performance Test items are based. A comprehensive guide should exceed minimum levels of expectation. Developmental skills and extensions are also included.

Extensions are suggested for those learners who have mastered the required basic and recommended developmental skills. Extensions stress the higher order thinking, processing and problem solving skills. These extensions suggest ways for the teacher to broaden student learning on grade level without introducing more basic skills from subsequent grade levels.

The nature of some subject areas requires sequencing of skills. In those subject areas, skills are sequenced by grade level. Sequencing in some subject areas is left to the discretion of the school district and teachers.

The Student Assessment/Minimum Performance testing program coordinates with the statement of basic skills in the course content guides. The Minimum Performance Test measures mastery of basic skills. Promotion from the eighth grade will depend upon mastery of the basic skills listed in the five course content guides for reading, mathematics, language arts, science and social studies.

No curriculum should be considered static. Updating of the guides should be a continuous process. Responses from educators will help determine when revision is needed.

The Department and the State Board of Education recognize the outstanding work of those professional educators who have contributed to the development of these guides. Without their help, this work could not have been accomplished.

Business Communications

Grade Level: 10, 11, 12

Prerequisites: Typewriting I

Business Communications is a one-semester course designed to provide students with the communication skills needed in business careers. The course includes both written and oral communications relating to business activities and is directed toward understanding the language of nonverbal communication and improved listening skills, reading, voice usage, and writing skills. Emphasis is given to developing competencies in fundamentals such as spelling, punctuation, grammar, vocabulary, sentence and paragraph structure, English usage, and proofreading.

Applications in writing all types of business documents are valuable components of the course. Students gain competencies in writing, thinking logically, organizing ideas, writing clearly and concisely, and displaying tact and courtesy in writing. Technological advancements relating to information, communication, and telecommunications are given emphasis.

COMMUNICATING IN THE BUSINESS WORLD

Basic Skills

1.1 Explain the importance of effective communication.

1.2 Define communication terms, such as: transmission, generate, recipient, originate, terminate, verbal skills, interaction, oral communications, tone, pitch, interpretation, behavior, body language, carrier, chronological, clarity, poise, goodwill, priority, vendor.

1.3 Give an oral presentation using correct introduction techniques.

Developmental Skills

1.25 Identify the kinds and levels of communication skills needed for successful business careers.

1.26 Describe situations involving miscommunications.

Extension Skills

1.75 Prepare an analysis of individual skills and weaknesses in communication.

1.76 Search local newspapers for articles that cite language barriers or mininterpretations as the cause of a problem.

1.77 Study advertisements appearing in local newspapers and indicate some of the out-of-town businesses that must communicate with residents or businesses at the local level.

THE IMPACT OF MODERN TECHNOLOGY IN COMMUNICATION

Basic Skills

2.1 Define computer language terms, such as: communicating computer, microcomputer, minicomputer, interface, program, software, compatibility, intelligent word processor.
2.2 List the advantages of using word processing equipment.
2.3 Define information processing, telecommunications, and networking in relation to communications.

Developmental Skills

2.25 Explain the advantages/disadvantages of using networking systems for communications.
2.26 List ways that office technology, such as word processing, information processing, networking, and telecommunications, affects the communication process.
2.27 Describe the impact that computer technology has made on the individual's role as a communicator.

Extension Skills

2.75 Visit a public or school library and summarize from a business periodical an article on any phase of word or information processing.
2.76 Visit a local business or industry that uses word processing equipment and describe the equipment in use and the purposes for which it is used.
2.77 Collect mail samples prepared on word processing equipment or computers and analyze their effectiveness as communication devices.
2.78 Locate an article on microcomputers and summarize the contents.
2.79 Determine the impact that computers have on personal lives.

BASIC WORD AND VOCABULARY SKILLS

Basic Skills

3.1 Substitute a synonym for the following descriptive terms through the use of a dictionary or thesaurus: (1) fix typewriter (2) a fine meal (3) a good worker (4) fix the dinner (5) a fine speaker (6) a good secretary.
3.2 Write a brief definition of commonly confused words such as: accept, except; affect, effect; capital, capitol; cite, site; complement, compliment; council, counsel, consul; formally, formerly; precede, proceed; principle, principal; stationary, stationery.

Developmental Skills

3.25 Make a list of frequently misspelled words used in business writing and use each word in a sentence.
3.26 Write the rules for spelling out numbers using a style manual.

Extension Skills

3.75 Write a paragraph using "picture" words on a recent event.

PUNCTUATION MECHANICS OF BUSINESS DOCUMENTS

Basic Skills

4.1 Apply basic punctuation rules to a group of sentences using the period, question mark, and exclamation point.
4.2 Punctuate compound sentences, a word series, phrases, clauses, interrupting elements, appositives, titles, degrees, dates, addresses, adjectives, and omissions with the comma.

4.3 Punctuate sentences using the comma, semicolon, colon, dash, quotation marks, parentheses, and apostrophe.
4.4 Apply capitalization rules to first words, persons, places, things, titles, and school subjects.
4.5 Apply the basic rules of word division to a given set of words.
4.6 Demonstrate skill in using possessives by underlining errors in a given set of sentences.
4.7 Design business documents utilizing correct punctuation procedures.

Developmental Skills

4.25 Write a business memo utilizing the quotation, parentheses, and apostrophe marks.
4.26 Demonstrate the correct procedures for making dashes using a typewriter.
4.27 Collect mail samples, publication articles, or advertisements that contain incorrect punctuation and make corrections.

Extension Skills

4.75 Analyze a business message for punctuation faults.
4.76 Compose a business document utilizing the correct punctuation mechanics.
4.77 Prepare a written report using a manuscript style and correct punctuation mechanics.

GRAMMAR MECHANICS IN BUSINESS DOCUMENTS

Basic Skills

5.1 Recognize a complete and incomplete sentence.
5.2 Define subject and verb and their usage.
5.3 Explain why subject and verb agreement is necessary.
5.4 Identify adjectives and adverbs.
5.5 Identify an infinitive and a split infinitive.
5.6 Compose a list of sound-alikes in word usage.
5.7 Identify the principal parts of verbs from a given list.
5.8 Compare "being" verbs to regular verbs.
5.9 Supply the plural forms to a given list of nouns and pronouns.
5.10 Define nouns and pronouns.
5.11 Compare the nominative and objective forms of pronouns.
5.12 Define a "simple" and a "complex" sentence.
5.13 Classify the comparative and superlative degrees of adjectives.
5.14 Explain the use of adverbs in sentences.
5.15 Arrange for the correct preposition to be used in a given set of sentences.
5.16 Classify conjunctions in business documents.
5.17 Choose correct verb tenses from a given list of sentences.

Developmental Skills

5.25 Formulate sentences using correct predicate agreement with compound subjects.

OTHER MECHANICS OF BUSINESS DOCUMENTS

Basic Skills

6.1 Apply rules for expressing numbers in words or numerals.
6.2 Compare the use of synonyms in business communications.
6.3 Explain the use of references such as dictionaries, thesauruses, and word division manuals.
6.4 Apply word-division rules in written expressions.

Developmental Skills

6.25 Select the correct word within the context of a sentence.

Extension Skills

6.75 Scrutinize business documents for use of proper mechanics.
6.76 Compose written communication documents utilizing proper mechanics.

BUSINESS LETTER FORMAT AND STYLE

Basic Skills

7.1 Name the parts of a business letter.
7.2 Determine the margins for a short, medium, and long business letter.
7.3 Set up the format for a second page of a business letter.
7.4 Identify the basic letter styles.
7.5 Define open and closed punctuation.

Developmental Skills

7.25 Write the salutation and closing for each of the following:
(a) a letter to a competitor who has received a promotion.
(b) a letter to a state senator inviting her to speak at your monthly FBLA meeting.
(c) a letter to a good customer inviting him/her to a formal dinner.
7.26 Arrange given parts of a business letter in sequence that will make the parts meaningful.
7.27 Indicate the placement of mailing notations on letters and envelopes.
7.28 Define blind copy.

Extension Skills

7.75 Design a letterhead that would be appropriate for a local business.
7.76 Collect business letters and discuss their format, style, and letterhead.

TYPES OF BUSINESS LETTERS

Basic Skills

8.1 Name the most frequently used types of business letter styles.
8.2 Give an example of who would use the following types of business letters: (a) request (b) claims and adjustment (c) credit and collection (d) sales (e) employment (f) social business.
8.3 Compare writing positive letters to negative letters.
8.4 Discuss the "C's" of communication.

Developmental Skills

8.25 List and describe the types of letters the following people might write in a typical month: (a) electronics store owner (b) police chief (c) high school teacher (d) automobile dealer (f) dentist.

THE PSYCHOLOGY OF BUSINESS WRITING

Basic Skills

9.1 Recognize psychological appeals in business writing.
9.2 Evaluate the effectiveness of the "you" attitude in business communications.
9.3 Explain the importance of creating goodwill in communications.

9.4 Discuss the value of plain, simple words in written communications.
9.5 Discuss the effects of learning to say "no" in a positive way.
9.6 Explain what is meant by "tone" in written business communications.
9.7 Discuss how to analyze an audience before communicating.

Developmental Skills

9.25 React to examples of written communications which contain negative overtones.
9.26 Locate samples of good and bad written communications.
9.27 Compare the psychological effects of the good and bad written communications.

Extension Skills

9.75 Compose business letters, memos, and reports using the principles of effective psychology in the written form.

ORIGINATING BUSINESS CORRESPONDENCE

Basic Skills

10.1 Compose letters of requests and replies.
10.2 Produce a resume and letters of application, follow-up and resignation.
10.3 Originate thank you and congratulations letters.

Developmental Skills

10.25 Compose order and remittance letters.
10.26 Develop responses to adjustment and complaint letters.
10.27 Originate and produce form letters.
10.28 Create letters of condolence, appreciation, and announcement.

PROOFREADING, EDITING, AND REVIEWING CORRESPONDENCE

Basic Skills

11.1 Identify proofreader's marks.
11.2 Proofread and review correspondence.
11.3 Edit and revise correspondence.
11.4 Distinguish between positive and negative statements.
11.5 Edit correspondence for a more pleasant tone.
11.6 Identify the requirements of a proper business letter and recognize acceptable standards for business correspondence.

Developmental Skills

11.25 Apply proofreader's marks in correcting business correspondence.
11.26 Correct a blunt or rude demand into a courteous reply.
11.27 Identify misplaced words, phrases, or clauses.
11.28 Use a dictionary or other source to verify spelling.
11.29 Read for specific information.
11.30 Proofread for completeness and accuracy.

Extension Skills

11.75 Collect samples of letters, memos, newspaper articles, and other documents and proofread for errors.

11.76 Edit the samples using correct proofreader's marks.
11.77 Produce the samples into mailable documents.

VERBAL AND NONVERBAL COMMUNICATIONS

Basic Skills

12.1 Discuss the importance of nonverbal communication.
12.2 Discuss the situations when nonverbal communication is more powerful than verbal communication.
12.3 Recognize and react to body language and silence.
12.4 Exercise speech mechnanics such as voice, pitch, voice inflection, enunciation, and pronuciation.

Developmental Skills

12.25 Demonstrate proper verbal/nonverbal communications in an oral presentation.
12.26 Demonstrate mechanics of good speech techniques in the delivery of an oral presentation.

TRANSMITTING INFORMATION

Basic Skills

13.1 Organize given information clearly and logically.
13.2 Select main ideas from the information given.
13.3 Interpret the information accurately.
13.4 Repeat the information accurately.

Developmental Skills

13.25 Explain the danger of transmitting incorrect facts.
13.26 Relate examples of transmitting information which are considered rumors.

Extension Skills

13.75 Research electronic communications technology and transmit the information orally as well as by written means.

TELEPHONE COMMUNICATIONS

Basic Skills

14.1 Identify proper telephone techniques.
14.2 Demonstrate appropriate business telephone conversation.
14.3 Demonstrate procedure for handling incoming calls.
14.4 Demonstrate procedure for placing outgoing calls.

Developmental Skills

14.25 Analyze given business telephone conversations for proper and improper techniques.

Extension Skills

14.75 Originate business calls using appropriate telephone techniques.

READING AS A COMMUNICATION SKILL

Basic Skills

15.1 Read business documents for meaning.
15.2 Skim material for important parts of a message.
15.3 Summarize main ideas expressed.
15.4 Read, interpret, and apply a given set of instructions.

Developmental Skills

15.25 Draw conclusions about word meanings from total content.
15.26 Discuss the role of past experiences in reading interpretation.
15.27 Discuss the importance of reading skill in understanding messages.

LISTENING SKILLS IN BUSINESS COMMUNICATIONS

Basic Skills

16.1 Differentiate between listening and hearing.
16.2 List barriers to good listening.
16.3 Discuss listening as a total communication tool.
16.4 Demonstrate good listening habits.
16.5 Differentiate between the necessity for casual and active listening.

Developmental Skills

16.25 React to a speaker, indicating that the message is being received and understood.
16.26 Recognize and minimize distractions.

Extension Skills

16.75 Enter the Business English or related competitive events at the FBLA conference.
16.76 Compose and type a letter to a guest speaker for the next FBLA local chapter meeting.

Cooperative Office Education (COE)

Grade Level: 11, 12

Prerequisites: Typewriting I

Cooperative Office Education (COE) is a two-semester course designed for junior and senior business students. This is a supervised learning experience where advanced business education students attend school one-half day and work in a business office a minimum of 270 hours per semester. A related class is required as part of the one-half day school work. One unit of credit is given for the related class and one or two credits for on-the-job training.

ORIENTATION TO COOPERATIVE EDUCATION

Basic Skills

1.1 Sign terms of student-parent agreement.
1.2 Choose job objective and complete student training plan.
1.3 Compute wage and hour form.
1.4 Review employer evaluation form.

HUMAN RELATIONS AND OFFICE ETIQUETTE

Basic Skills

2.1 Recognize and apply effective office behavior as it relates to the training station, school, and community.
2.2 Develop the ability to establish goals, priorities, and complete work assignments on time.

SAFETY

Basic Skills

3.1 Discuss awareness of safe office procedures.
3.2 Discuss school safety procedures.

TELEPHONE COMMUNICATIONS

Basic Skills

4.1 Demonstrate courteous telephone techniques.
4.2 Demonstrate the mechanics of telephone communications.
4.3 Convey accurate messages.

Developmental Skills

4.25 Maintain complete message logs.

Extension Skills

4.75 Operate complex telephone system.
4.76 Role play and record typical communication situations.

WRITTEN COMMUNICATIONS

Basic Skills

5.1 Apply correct rules of grammar, spelling, and punctuation to written communications.
5.2 Proof and correct written communications.
5.3 Format correctly all written communications.
5.4 Compose routine business communications.

Developmental Skills

5.25 Perform effective research procedures.

Extension Skills

5.75 Write a comprehensive job description.
5.76 Type research papers, reports, or other communications.
5.77 Handle various school and community communications projects.

BUSINESS MACHINES

Basic Skills

6.1 Gain a working knowledge of the following machines:
a. 10-key electronic calculators.
b. transcription machines.
c. electric and/or electronic typewriters and/or microcomputers

Developmental Skills

6.25 Utilize a microcomputer word processing program.

Extension Skills

6.75 Store, edit, and retrieve documents using an electronic memory typewriter.
6.76 Practice 10-key skills using microcomputer software.
6.77 Dictate routine business communications using dictation/transcription equipment.
6.78 Create an original document on the microcomputer word processor and/or the electronic memory typewriter.

REPROGRAPHICS

Basic Skills

7.1 Discuss characteristics of intelligent copiers, such as: duplexing, reducing, enlargements, and collating.
7.2 Demonstrate various methods for reproducing business documents.

Developmental Skills

7.25 Reproduce business documents using photocopier.
7.26 Use past-up and/or dry transfer letters to create documents for reproduction.
7.27 Design and reproduce a four-page booklet for an FBLA banquet.

Extension Skills

7.75 Reproduce business documents using Microforms (Microfiche/microfilm which includes computer-output microfile [COM]).
7.76 Interview vendors (on-site visitations), obtain pictures and brochures and make an oral report on the newest reprographic equipment.

RECORDS MANAGEMENT

Basic Skills

8.1 Apply alphabetic filing rules to simulated activities.
8.2 Apply numeric filing rules to simulated activities.
8.3 Apply geographic filing rules to simulated activities.
8.4 Apply subject filing rules to simulated activities.
8.5 Identify equipment and supplies necessary for a filing system.

Developmental Skills

8.25 Complete a filing simulation or project.

MAILING AND SHIPPING PROCEDURES

Basic Skills

9.1 Define all classes of mail.
9.2 Select appropriate mail services for different correspondence items.
9.3 Sort and open incoming mail.
9.4 Locate zip code numbers for designated addresses.

Developmental Skills

9.25 Chain feed envelopes.

Extension Skills

9.75 Create and edit an electronic mailing list.
9.76 Research bulk mailings.

PRODUCTION TYPEWRITING

Basic Skills

10.1 Format and produce mailable letters, memos, and reports.
10.2 Proof and correct business letters, memos, and reports.

Developmental Skills

10.25 Produce timed projects.
10.26 Log production work.

Extension Skills

10.75 Keyboard and print various problems using electronic equipment.
10.76 Read travel schedules and type an itinerary.

STATISTICAL TYPEWRITING

Basic Skills

11.1 Review numeric keyboard.
11.2 Format and produce financial reports.
11.3 Set up and type tables.

Developmental Skills

11.25 Use typewriting skills to produce tables, memos, letters and reports from unarranged and/or handwritten material.

Extension Skills

11.75 Type statistical reports for FBLA, school, and/or community organizations.
11.76 Create a statistical report utilizing a spread sheet.

LEADERSHIP DEVELOPMENT

Basic Skills

12.1 Discuss goals and objectives of FBLA.
12.2 Explain the local FBLA chapter's program of work.
12.3 Study and apply parliamentary procedures.
12.4 Write and give an oral presentation on the characteristics of a leader.
12.5 Give at least three personal goals for self-improvement.

Developmental Skills

12.25 Demonstrate appropriate attire for a variety of business functions.
12.26 Organize chapter agendas and activities.

Extension Skills

12.75 Join FBLA.
12.76 Run for FBLA local, district, and/or state office or assist in a local candidate's campaign.
12.77 Recite the FBLA Creed and explain what it can mean as a character builder.
12.78 Enter FBLA competitive events.
12.79 Arrange for end-of-year FBLA banquet and/or employer appreciation activity.
12.80 Organize a parliamentary procedure team for competitive events.

EXPLORE JOB INTERESTS AND OPPORTUNITIES

Basic Skills

13.1 Seek information regarding specific business occupations from the Occupational Outlook Handbook.
13.2 Survey area job market and make an oral presentation to the class.
13.3 List advantages and disadvantages of a specific business occupation which has high appeal.
13.4 Prepare a resume.

13.5 Compose and type a letter of application for a selected occupation.
13.6 Complete an employment application form.
13.7 Compose and type a follow-up letter.

Developmental Skills

13.25 Compose and type a letter of acceptance, a letter of refusal, and a letter of resignation.

JOB INTERVIEW

Basic Skills

14.1 Review proper interview techniques.
14.2 Organize in a portfolio the interview information needed, such as: resume, social security number, references, honors awarded, documentation of accomplishments.
14.3 Wear appropriate business attire.

Developmental Skills

14.25 Arrange a job interview.
14.26 Participate in or simulate an interview.
14.27 Compose and write answers to possible difficult interview questions.

Extension Skills

14.75 Interact with an invited community resource person in a simulated interview.

JOB PERFORMANCE AND EVALUATION

Basic Skills

15.1 Identify components of company loyalty.
15.2 Demonstrate the understanding of the importance of protecting data files and information with integrity and confidentiality.
15.3 Know and follow company policies.
15.4 Demonstrate punctuality and availability.
15.5 Follow instructions and cultivate initiative.
15.6 Display enthusiasm and pride in workmanship.
15.7 Function cooperatively with fellow workers.
15.8 Follow good personal hygiene habits.
15.9 Recognize and follow standards of ethical behavior.

Office Procedures

Grade Level: 11, 12 Prerequisites: Typewriting I

Office Procedures is a two-semester course designed to acquaint students with the procedures and skills necessary for the operation of a modern office. The units of instruction include office careers, human relations, records management, word/data processing, reprographics, communications, preparation of mailable letters/reports, mail and shipping services, telephone techniques, research, banking and legal procedures, payroll and taxes, travel and conferences, and professional placement and advancement.

THE ROLE OF ADMINISTRATIVE SUPPORT PERSONNEL

Basic Skills

1.1 Describe the scope of administrative support personnel work in modern business offices.
1.2 Identify the key skills office workers use on the job.
1.3 Describe the impact of modern technology on the traditional administrative support personnel.
1.4 Explain the term "ethics" as related to the business office.
1.5 Define "organizational structure" in a small and a large business office.
1.6 Define "ergonomics" and "landscaping" in the modern office.
1.7 Explain the various types of safety procedures used in the office.
1.8 Discuss time management and office priorities.
1.9 List the administrative support personnel's public relations duties.

Developmental Skills

1.25 Prepare a notebook on career areas of self-interest and explain the duties in detail.
1.26 Describe the uses of a card file for frequent callers, the register of visitors, and the appointment book.
1.27 Write the definition of commonly misused words, such as: less, fewer; cite, sight, site; eminent, imminent; farther, further; consul, council, counsel; capital, capitol; principal, principle.

Extension Skills

1.75 Compose a brief paper comparing the requirements of an office job today with one fifty years ago.
1.76 Research the lives of famous living Americans in order to determine the jobs they have held and their educational background.

HUMAN RELATIONS IN THE OFFICE

Basic Skills

2.1 Discuss self-awareness in terms of needs, emotions, values, and personality.
2.2 Describe how one's self-concept can affect success in work situations.
2.3 Discuss attitude — positive and negative — and its makeup.
2.4 Explain the importance of personality as it relates to human relations.
2.5 Identify specific actions taken to develop positive attitudes.
2.6 Discuss the relationship between attitude and job performance.
2.7 Explain the importance of protecting data files and information with integrity and confidentiality.
2.8 Discuss the importance of following chain of command procedures.

Developmental Skills

2.25 Demonstrate positive attitudinal traits in grooming, dress, body, and facial expressions.
2.26 Explain the skills necessary for interaction among the various levels of groups.
2.27 Demonstrate proper business rules of etiquette.
- a. Introductions
- b. Manners
- c. Dining
  1. Proper use of knife, fork, and spoon
  2. Correct use of the napkin
  3. Tipping procedures

Extension Skills

2.75 Identify basic personality traits associated with success in the business world.

TYPING AND SUPPLIES FOR THE BUSINESS OFFICE

Basic Skills

3.1 Type attractive, mailable letters and interoffice memorandums using various styles.
3.2 Type mailable letters that include a subject line, attention line, enclosure notations, copy notation, blind copy notation, and postscript.
3.3 Type mailable large and small envelopes.
3.4 List and describe the types of typewriter ribbons and the advantages of each type.
3.5 Define stationery terms such as: bond paper, watermarks, substance, erasability, second sheets, letterheads, duplicator paper.
3.6 Type multiple copy business forms.
3.7 Demonstrate the use of correct typewriter care.
3.8 Demonstrate proofreading and a variety of correction procedures.
3.9 Demonstrate the technique of changing typewriter ribbons.
3.10 Demonstrate the technique of folding and inserting letters into large, small, and window envelopes.

Developmental Skills

3.25 Type mailable letters that include a mailing notation, title in closing, separate cover notation, special address notations.
3.26 List commonly used sizes of letterhead paper.
3.27 Identify types of envelopes used in a business office.

Extension Skills

3.75 Demonstrate the use of the special features of an electronic typewriter.
3.76 Visit a modern business office in the community and write a brief essay discussing the kinds of typewriters that are used.
3.77 Complete an office procedures simulation.

INFORMATION PROCESSING IN THE OFFICE

Basic Skills

4.1 Define the following terms: data processing, hardware, software, input, disks, optical character recognition, video display terminals, central processing unit, storage, output, minicomputer, microcomputer, microprocessor, word processing.
4.2 Identify the differences in impact and nonimpact printers.
4.3 Describe "voice response" and its various uses.
4.4 Describe the functions of a standalone text editor and communicating text editors.

Developmental Skills

4.25 Describe how data is processed electronically with computers.
4.26 Name and differentiate among programming languages such as machine, high level and low level languages.

Extension Skills

4.75 Visit a local business office and write a brief summary on the types of computers in use.
4.76 Visit a computer installation in a business office and prepare a report showing how the use of the equipment has reduced the amount of repetitive labor involved in office work.
4.77 Prepare a report comparing different brands of text editing equipment indicating the features available and the cost of each model.
4.78 Complete a word processing simulation.

REPROGRAPHICS, BUSINESS MACHINES, AND BUSINESS MATHEMATICS

Basic Skills

5.1 Define the following terms: reprographics, copiers, duplicators, photocopiers, masters, stencils, collators, binders, folding and inserting machines, addresser-printers, signature machines.
5.2 Reproduce copies on one or more of the following:
a. photocopier
b. fluid duplicator
c. mimeograph
d. offset
5.3 Define the term "intelligent copiers."
5.4 Multiply by 10,000 and 1,000 by simply moving the decimal.
5.5 Find unit cost.
5.6 Place decimal point correctly in a quotient.
5.7 Divide by 10, 100, and 1,000 by simply moving the decimal point.
5.8 Solve division problems involving large quantities (per C, CWT, M, and T).
5.9 Compute simple averages.
5.10 Convert fraction quantities to decimal quantities and decimal quantities to fraction quantities.
5.11 Add, subtract, multiply, and divide simple fractions and mixed numbers.
5.12 Compute retail sales taxes.
5.13 Make change quickly and accurately.

Developmental Skills

5.25 Demonstrate knowledge of the differences between printing and display calculators.
5.26 Demonstrate correct posture and fingering of the numeric keypad.
5.27 Practice drills on the numeric keypad including:
- a. home row
- b. top and bottom rows
- c. columns
- d. right and left diagonal reaches
- e. zero and decimal keys
- f. operation keys (addition, substraction, multiplication, division, constant)
- g. decimal equivalents
- h. percentage, rate, base, discounts, invoices, payroll, markup

5.28 Demonstrate proficiency on the electronic calculator using the touch system.
5.29 Compute a series of quantity and single trade discounts.
5.30 Compute cash discounts using varying terms of sale.
5.31 Compute markup and markdown.
5.32 Compute interest on the unpaid balance on credit card purchases.
5.33 Complete a sales invoice, making extensions for multiple-quantity items.
5.34 Compute earnings of employees who are paid a straight commission based on sales.
5.35 Compute annual interest and total amount due on single-payment loans, using the interest formula I = P x R.

Extension Skills

5.75 Compute depreciation by three methods:
- a. straight line
- b. declining balance
- c. sum-of-the-years' digits

5.76 Determine the amount to be spent on advertising in various media based on a percent of the total advertising budget.
5.77 Compute the cost of shipping by UPS, including COD shipments, using zone and common carrier rate charts.
5.78 Interpret stock market quotations that appear in the financial pages of a newspaper.
5.79 Play the Stock Market Game.
5.80 Define the following terms relating to stocks:
- a. common stock
- b. preferred stock
- c. dividends
- d. market price
- e. no-par
- f. par
- g. ownership
- h. reacquired
- i. reclassification
- j. redemption
- k. splits
- l. reverse

5.81 Choose a stock from the listing in a local newspaper and role-play investing $10,000. Keep a daily log of gains or losses and figure net profit or loss at the end of the time specified by instructor.
5.82 Design camera ready copy and reporduce a program for FBLA.
5.83 Prepare a list of factors to be considered in selecting the make and model of machines for the reprographic process for an insurance office; a medical office; a school; a legal office.

BUSINESS COMMUNICATIONS

Basic Skills

6.1 Outline the steps to follow in classifying and sorting the mail.
6.2 Define the purpose of a mail register.
6.3 Identify the parts of a transcribing machine.
6.4 Demonstrate the ability to type a mailable letter while listening to machine dictation.
6.5 Dictate a variety of business correspondence.
6.6 List the reference books needed by administrative support personnel.
6.7 Use the dictionary to practice the following:
- a. correct spelling
- b. preferred form of variant spellings
- c. whether to use one word or two words
- d. foreign words
- e. word division
- f. hyphenation of prefix and suffix
- g. parts of speech
- h. forming plurals

6.8 List good proofreading techniques.
6.9 Compose and type in mailable form the following business correspondence:
- a. acknowledgement letter
- b. request and inquiry letters
- c. reminder letter
- d. cover letter
- e. refusal letter
- f. appreciation and recognition letters
- g. sympathy letter
- h. congratulations letter
- i. accepting and declining invitations
- j. canceling accepted engagements
- k. interoffice memorandum
- l. news release

6.10 Demonstrate correct grammar skills in the following:
- a. punctuation
- b. capitalization
- c. sentence structure
- d. verb, subject agreement
- e. use of numbers
- f. spelling
- g. word usage

6.11 Identify good listening practices.
6.12 Role play the correct way to greet callers.
6.13 Identify good speech habits for telephone use.
6.14 Demonstrate techniques for answering incoming calls and taking messages.
6.15 Demonstrate how to place a station-to-station and person-to-person call with and without direct distance dialing.

Developmental Skills

6.25 Type the preferred plural of words/phrases such as:
- a. attorney-at-law
- b. follow-up
- c. fox (proper name)
- d. notary public
- e. runner-up

6.26 Demonstate where the following can be found in the dictionary:
   a. abbreviations
   b. biographical names
   c. place names
6.27 Practice proofreading techniques on a variety of business correspondence.
6.28 Match the name of the state to its correct two-letter abbreviation.
6.29 Explain why parliamentary procedure rules should be followed to facilitate communication in group meetings.

Extension Skills

6.75 Prepare a news release about a recent FBLA event.
6.76 Type an overseas business letter that builds goodwill.
6.77 Demonstrate how to subscribe to business journals and magazines.
6.78 Prepare and give an oral presentation on any phase of business communications.

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Basic Skills

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7.2 List and give an example of the special mail services.
7.3 Define international mail.
7.4 List the different types of shipping services and the advantages of each.
7.5 List and describe the different types of telephone equipment available for use in the business office.
7.6 Describe the special features of office telephones.
7.7 Demonstrate how to place collect, credit card, conference, and WATS calls.
7.8 List the information contained in a telephone directory.
7.9 List the different time zones in the United States and compute the different times in each zone using a given set of times.

Developmental Skills

7.25 Describe the two classes of telegrams and the features and costs of each class.
7.26 Prepare a telegraph message.
7.27 Describe the services provided by the teletypewriter, mailgram, facsimiles, communicating text editors and data transmitters, and voice mail.
7.28 Demonstrate the procedure for setting up a conference call.
7.29 Demonstrate the procedure for making an overseas telephone call.
7.30 Discuss ways to access a voice mail system and how the store-and-forward system works.

Extension Skills

7.75 Discuss the advantages and disadvantages of leasing telegraph and telephone lines.
7.76 Visit a modern business office and make an oral report on one of the following:
   a. electronic mail
   b. internal and external telephone systems
   c. TWX/Telex
   d. facsimile transmission
7.77 Write a paper describing the alternatives to established public telephone systems.
7.78 Develop a bibliography of five articles describing innovations in electronic equipment.
7.79 Enter related competitive events at the FBLA conference.

RECORDS MANAGEMENT

Basic Skills

8.1 Define the four basic filling methods - alphabetic, subject, numeric, and geographic.

8.2 Describe the major types of filing equipment - vertical, lateral, open shelf, mobile, horizontal, rotary card, and visible card.

8.3 Define microfilm and describe the types of microfilm - reels, cartridges, cassettes, aperture cards, microfiche, and jackets.

8.4 List the filing supplies needed in the office including the different types and cuts of file folders.

8.5 Match the following terms to their correct definitions:

a. indexing
b. coding
c. sorting
d. cross-referencing
e. individual folders
f. miscellaneous folders
g. tickler file
h. archives
i. retention schedule

8.6 Demonstrate the procedure for filing letters in an individual folder.

8.7 List techniques for drawer filing including safety procedures.

8.8 Index and file the following alphabetically:

A. Names of individuals in basic order and with:
   1. surname prefixes and hyphenated surnames
   2. initials and abbreviations
   3. titles
   4. married women
   5. identical names

B. Businesses in basic order with:
   1. articles and abbreviations
   2. initials, abbreviations, and titles
   3. numbers and symbols
   4. hyphenated names
   5. one versus two units
   6. compound geographic and location names
   7. possessives
   8. identical names

C. Financial institutions
D. Publications
E. Elementary and secondary schools
F. Colleges, universities, special schools, hotels, motels, organizations.
G. Federal government offices, other government offices, foreign governments.

8.9 Describe methods of charging out records.

8.10 Discuss the principles of transferring records.

8.11 Describe formats of micrographics.

8.12 File information using the subject, geographic, numeric, and chronological filing systems.

Developmental Skills

8.25 Explain data storage and retrieval in an electronic data processing system.

8.26 List the advantages and disadvantages of the alphabetic, subject, numeric, combination, geographic, and chronological filing systems.

8.27 List types of businesses that would use the alphabetic filing system; the subject system; the numeric system; the combination system; the geographic system.
8.28 Complete a records management simulation.

Extension Skills

8.75 Prepare a report on the comparison of a modern electronic filing system with a paper filing method.
8.76 Design an updated filing system for a modern business office using the factors of findability, confidentiality, and safety.
8.77 Discuss the advantages and disadvantages of centralized and decentralized files.

TRAVEL AND CONFERENCES

Basic Skills

9.1 List and discuss procedures for obtaining services of different modes of transportation.
9.2 List the professional services offered by a travel agency.
9.3 Discuss steps used in making travel reservations, such as: hotel, restaurant, transportation, etc.
9.4 Prepare an itinerary and appointment schedule.
9.5 Discuss how to obtain traveler's checks, money orders, letters of credit, and insurance.
9.6 Fill out an expense report form.
9.7 Define words related to travel and conferences, such as: videoconferencing, computer conferencing, domestic, etc.
9.8 Discuss procedures for setting up formal meetings and typing agendas and minutes.

Developmental Skills

9.25 Use air travel schedules to recommend the best services available for an FBLA conference in Washington, DC.
9.26 List procedures to prepare for foreign travel.
9.27 Prepare an itinerary for an FBLA conference in San Francisco, CA.
9.28 Prepare an agenda for an FBLA local chapter meeting.
9.29 Prepare minutes for an FBLA local chapter meeting.

Extension Skills

9.75 Obtain a guest speaker for the local FBLA chapter meeting.
9.76 Make arrangements for a group to attend a district or state FBLA conference.
9.77 Attend a district or state FBLA conference and prepare a report on the conference.

RESEARCH, REPORTS, AND ORGANIZATION OF BUSINESS DATA

Basic Skills

10.1 List the various sources outside the company from which to obtain research information.
10.2 Prepare an organizational chart for a local business.
10.3 List the parts of a formal report.
10.4 Define the following terms:
  a. appendix
  b. bibliography
  c. letter of transmittal
  d. format
10.5 Explain the different types of formats for manuscripts.

Developmental Skills

10.25 Develop and type a business report using tables and graphs on an instructor approved topic, include: appendix, bibliography, letter of transmittal, and footnotes or footnote page.
10.26 Give an oral report on the completed formal report.
10.27 Explain the use of a company procedures manual.

Extension Skills

10.75 Create a word processing manual.
10.76 Compose and type a letter to a company requesting a copy of that company's annual report.

BANKING, PAYROLL, TAXES, AND LEGAL PROCEDURES

Basic Skills

11.1 Explain the financial transactions a secretary is expected to perform.
11.2 Fill out a deposit ticket.
11.3 Name the major types of standard check endorements.
11.4 Explain the use of magnetic ink numbrs on checks and deposit tickets.
11.5 Outline the steps used in writing a check.
11.6 Explain the procedure for stopping payment on a check.
11.7 Reconcile a bank statement.
11.8 Explain the different services of electronic banking.
11.9 Explain the use of a petty cash fund.
11.10 List and discuss types of payroll records that must be kept in a business office.
11.11 Discuss the differences in hourly and salaried employees.
11.12 Explain the use of a check register.
11.13 Explain the procedure for following up on outstanding checks.

Developmental Skills

11.25 Discuss the uses of a safe-deposit box.
11.26 Define the terms "paralegal" and "legal" assistant.
11.27 List the reasons for verifying bills.
11.28 Explain the purposes of certified checks, official checks, bank drafts, and bank money orders.
11.29 Type a treasurer's report for the local FBLA chapter.
11.30 List the essential information needed for content in typing a contract.
11.31 Complete a payroll register and an employee's earnings record from a set of payroll records.
11.32 Discuss the administrative support personnel's need for a general knowledge of the law and legal procedures pertaining to: employee privacy, consumer protection, taxes, contracts, environmental protection, copyrights, affidavits, power of attorney, notary public, and equal employment regulations.

Extension Skills

11.75 Establish and maintain a petty cash fund for the local FBLA chapter.
11.76 Explain the secretary's role in compiling information for an employer's travel and entertainment expenses.
11.77 Select from a given list the income tax items that are taxable and the expense items that are deductible.
11.78 Research and list the steps necessary for becoming a notary public.
11.81 Identify the English translation of each of the following commonly used Latin terms: corpus juris, de jure, loco ciato, prima facie, pro tem, quasi, quod erat demonstration (Q.E.O.), scillicet (ss), sic, and et al.

PROFESSIONAL PLACEMENT AND ADVANCEMENT

Basic Skills

12.1 List the advantages and disadvantages of working in small and large offices.
12.2 List the fringe benefits many businesses and government agencies offer their employees.
12.3 List the facts a secretary should learn about a company before seeking employment.
12.4 Type a personal data sheet.
12.5 Type a letter of application and fill out a job application form.
12.6 Complete a pre-interview checklist.
12.7 List the questions an applicant may ask during the job interview.
12.8 List the types of tests a job applicant may be expected to take.
12.9 Type a follow-up letter.
12.10 Discuss the personal characteristics requisite to success as an administrative support employee. Include: dress, initiative, flexibility, awareness, positive human relations, first impressions, learning names, observing ground rules, code of ethics, office friendships, and sexual harassment.
12.11 List the activities that will aid in job advancement.
12.12 List the reasons why it is necessary for an administrative support employee to promote the employer and identify with management.

Developmental Skills

12.25 List the organizations in which an administrative support employee may participate in order to grow professionally.
12.26 List the general topics that personnel policies cover and the reasons these topics must be clearly defined.
12.27 List the steps in terminating employment.
12.28 Define the term "cross-training".

Extension Skills

12.75 List the typical duties of the following areas of secretarial specialization:
a. medical
b. legal
c. educational
d. technical
e. public stenographer
f. word processing and administrative support
g. temporary service
h. government
i. foreign service
12.76 Participate in a job interview with a local businessperson or a member of the FBLA/Business Education Advisory Committee.
12.77 Develop a job prospect list by researching placement offices, free and private employment agencies, newspaper advertisements, yellow pages, federal and state employment offices, and trade association directories.
12.78 Develop a desk manual for a secretary in a new job.
12.79 Prepare a report on "Planning to meet the Challenge of New Office Technology."
12.80 Select a professional organization that has an area local chapter. Attend a meeting or interview a member and give an oral report including a description of the organization, its objectives, activities, membership requirements, and services to members.
12.81 Type a report on how the Management by Objectives leadership style would affect an administrative support position.
12.82 Prepare a report on Maslow's hierarchy of needs and explain how an effective supervisor can assist subordinates in achieving a degree of the higher level needs.

SIMULATIONS

Basic Skills

13.1 Participate in a flow-of-work simulation designed for:
- a. reinforcement of previously learned skills and concepts
- b. decision-making
- c. group interaction
- d. flow of information and communications
- e. rotation assignments
- f. a capstone unit

13.2 Complete at least one position simulation which relates to a specific job of your choice such as accounting clerk, clerk typist, receptionist, or secretary.

Extension Skills

13.75 Prepare a Job Description Manual for FBLA competitive events.

13.76 Participate in the Executive Games.

Office Technology Laboratory (OTL)

Grade Level: 11, 12 Prerequisites: Typewriting I

Office Technology Laboratory is a two-semester, two-period block course designed to provide opportunities for students to develop advanced office skills. The instruction is individualized according to the student's occupational objectives, abilities, and background. Presimulation units should include business careers, business mathematics, business communications, human relations, introduction to data processing, job preparation and application, business machines, and records management. Word Processing instruction is an important component of this course. A flow-of-work simulation is required as a culminating experience for this course.

THE ROLE OF ADMINISTRATIVE SUPPORT PERSONNEL

Basic Skills

1.1 Describe the scope of administrative support personnel work in modern business offices.
1.2 Identify the key skills office workers use on the job.
1.3 Describe the impact of modern technology on the traditional administrative support personnel.
1.4 Explain the term "ethics" as related to the business office.
1.5 Define "organizational structure" in a small and a large business office.
1.6 Define "ergonomics" and "landscaping" in the modern office.
1.7 Explain the various types of safety procedures used in the office.
1.8 Discuss time management and office priorities.
1.9 List the administrative support personnel's public relations duties.

Developmental Skills

1.25 Prepare a notebook on career areas of self-interest and explain the duties in detail.
1.26 Describe the uses of a card file for frequent callers, the register of visitors, and the appointment book.
1.27 Write the definition of commonly misused words, such as: less, fewer; cite, sight, site; eminent, imminent; farther, further; consul, council, counsel; capital, capitol; principal, principle.

Extension Skills

1.75 Compose a brief paper comparing the requirements of an office job today with one fifty years ago.
1.76 Research the lives of famous living Americans in order to determine the jobs they have held and their educational background.

HUMAN RELATIONS IN THE OFFICE

Basic Skills

2.1 Discuss self-awareness in terms of needs, emotions, values, and personality.
2.2 Describe how one's self-concept can affect success in work situations.
2.3 Discuss attitude — positive and negative — and its makeup.
2.4 Explain the importance of personality as it relates to human relations.
2.5 Identify specific actions taken to develop positive attitudes.
2.6 Discuss the relationship between attitude and job performance.
2.7 Explain the importance of protecting data files and information with integrity and confidentiality.
2.8 Discuss the importance of following chain of command procedures.

Developmental Skills

2.25 Demonstrate positive attitudinal traits in grooming, dress, body, and facial expressions.
2.26 Explain the skills necessary for interaction among the various levels of groups.
2.27 Demonstrate proper business rules of etiquette.
- a. Introductions
- b. Manners
- c. Dining
  1. Proper use of knife, fork, and spoon
  2. Correct use of the napkin
  3. Tipping procedures

Extension Skills

2.75 Identify basic personality traits associated with success in the business world.

TYPING AND SUPPLIES FOR THE BUSINESS OFFICE

Basic Skills

3.1 Type attractive, mailable letters and interoffice memorandums using various styles.
3.2 Type mailable letters that include a subject line, attention line, enclosure notations, copy notation, blind copy notation, and postscript.
3.3 Type mailable large and small envelopes.
3.4 List and describe the types of typewriter ribbons and the advantages of each type.
3.5 Define stationery terms such as: bond paper, watermarks, substance, erasability, second sheets, letterheads, duplicator paper.
3.6 Type multiple copy business forms.
3.7 Demonstrate the use of correct typewriter care.
3.8 Demonstrate proofreading and a variety of correction procedures.
3.9 Demonstrate the technique of changing typewriter ribbons.
3.10 Demonstrate the technique of folding and inserting letters into large, small, and window envelopes.

Developmental Skills

3.25 Type mailable letters that include a mailing notation, title in closing, separate cover notation, special address notations.
3.26 List commonly used sizes of letterhead paper.
3.27 Identify types of envelopes used in a business office.

Extension Skills

3.75 Demonstrate the use of the special features of an electronic typewriter.
3.76 Visit a modern business office in the community and write a brief essay discussing the kinds of typewriters that are used.
3.77 Complete an office procedures simulation.

INFORMATION PROCESSING IN THE OFFICE

Basic Skills

4.1 Define the following terms: data processing, hardware, software, input, disks, optical character recognition, video display terminals, central processing unit, storage, output, minicomputer, microcomputer, microprocessor, word processing.
4.2 Identify the differences in impact and nonimpact printers.
4.3 Describe "voice response" and its various uses.
4.4 Describe the functions of a standalone text editor and communicating text editors.

Developmental Skills

4.25 Describe how data is processed electronically with computers.
4.26 Name and differentiate among programming languages such as machine, high level, and low level languages.

Extension Skills

4.75 Visit a local business office and write a brief summary on the types of computers in use.
4.76 Visit a computer installation in a business office and prepare a report showing how the use of the equipment has reduced the amount of repetitive labor involved in office work.
4.77 Prepare a report comparing different brands of text editing equipment indicating the features available and the cost of each model.
4.78 Complete a word processing simulation.

REPROGRAPHICS, BUSINESS MACHINES, AND BUSINESS MATHEMATICS

Basic Skills

5.1 Define the following terms: reprographics, copiers, duplicators, photocopiers, masters, stencils, collators, binders, folding and inserting machines, addresser-printers, signature machines.
5.2 Reproduce copies on one or more of the following:
  a. photocopier
  b. fluid duplicator
  c. mimeograph
  d. offset
5.3 Define the term "intelligent copiers."
5.4 Multiply by 10,000 and 1,000 by simply moving the decimal.
5.5 Find unit cost.
5.6 Place decimal point correctly in a quotient.
5.7 Divide by 10, 100, and 1,000 by simply moving the decimal point.
5.8 Solve division problems involving large quantities (per C, CWT, M, and T).
5.9 Compute simple averages.
5.10 Convert fraction quantities to decimal quantities and decimal quantities to fraction quantities.
5.11 Add, subtract, multiply, and divide simple fractions and mixed numbers.
5.12 Compute retail sales taxes.
5.13 Make change quickly and accurately.

Developmental Skills

5.25 Demonstrate knowledge of the differences between printing and display calculators.
5.26 Demonstrate correct posture and fingering of the numeric keypad.
5.27 Practice drills on the numeric keypad including:
- a. home row
- b. top and bottom rows
- c. columns
- d. right and left diagonal reaches
- e. zero and decimal keys
- f. operation keys (addition, substraction, multiplication, division, constant)
- g. decimal equivalents
- h. percentage, rate, base, discounts, invoices, payroll, markup

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Developmental Skills

6.25 Type the preferred plural of words/phrases such as:
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- b. follow-up
- c. fox (proper name)
- d. notary public
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7.9 List the different time zones in the United States and compute the different times in each zone using a given set of times.

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7.30 Discuss ways to access a voice mail system and how the store-and-forward system works.

Extension Skills

7.75 Discuss the advantages and disadvantages of leasing telegraph and telephone lines.
7.76 Visit a modern business office and make an oral report on one of the following:
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7.77 Write a paper describing the alternatives to established public telephone systems.
7.78 Develop a bibliography of five articles describing innovations in electronic equipment.
7.79 Enter related competitive events at the FBLA conference.

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Basic Skills

8.1 Define the four basic filling methods - alphabetic, subject, numeric, and geographic.

8.2 Describe the major types of filing equipment - vertical, lateral, open shelf, mobile, horizontal, rotary card, and visible card.

8.3 Define microfilm and describe the types of microfilm - reels, cartridges, cassettes, aperture cards, microfiche, and jackets.

8.4 List the filing supplies needed in the office including the different types and cuts of file folders.

8.5 Match the following terms to their correct definitions:

a. indexing
b. coding
c. sorting
d. cross-referencing
e. individual folders
f. miscellaneous folders
g. tickler file
h. archives
i. retention schedule

8.6 Demonstrate the procedure for filing letters in an individual folder.

8.7 List techniques for drawer filing including safety procedures.

8.8 Index and file the following alphabetically:

A. Names of individuals in basic order and with:
   1. surname prefixes and hyphenated surnames
   2. initials and abbreviations
   3. titles
   4. married women
   5. identical names

B. Businesses in basic order with:
   1. articles and abbreviations
   2. initials, abbreviations, and titles
   3. numbers and symbols
   4. hyphenated names
   5. one versus two units
   6. compound geographic and location names
   7. possessives
   8. identical names

C. Financial institutions

D. Publications

E. Elementary and secondary schools

F. Colleges, universities, special schools, hotels, motels, organizations.

G. Federal government offices, other government offices, foreign governments.

8.9 Describe methods of charging out records.

8.10 Discuss the principles of transferring records.

8.11 Describe formats of micrographics.

8.12 File information using the subject, geographic, numeric, and chronological filing systems.

Developmental Skills

8.25 Explain data storage and retrieval in an electronic data processing system.

8.26 List the advantages and disadvantages of the alphabetic, subject, numeric, combination, geographic, and chronological filing systems.

8.27 List types of businesses that would use the alphabetic filing system; the subject system; the numeric system; the combination system; the geographic system.
8.28 Complete a records management simulation.

Extension Skills

8.75 Prepare a report on the comparison of a modern electronic filing system with a paper filing method.
8.76 Design an updated filing system for a modern business office using the factors of findability, confidentiality, and safety.
8.77 Discuss the advantages and disadvantages of centralized and decentralized files.

TRAVEL AND CONFERENCES

Basic Skills

9.1 List and discuss procedures for obtaining services of different modes of transportation.
9.2 List the professional services offered by a travel agency.
9.3 Discuss steps used in making travel reservations, such as: hotel, restaurant, transportation, etc.
9.4 Prepare an itinerary and appointment schedule.
9.5 Discuss how to obtain traveler's checks, money orders, letters of credit, and insurance.
9.6 Fill out an expense report form.
9.7 Define words related to travel and conferences, such as: videoconferencing, computer conferencing, domestic, etc.
9.8 Discuss procedures for setting up formal meetings and typing agendas and minutes.

Developmental Skills

9.25 Use air travel schedules to recommend the best services available for an FBLA conference in Washington, DC.
9.26 List procedures to prepare for foreign travel.
9.27 Prepare an itinerary for an FBLA conference in San Francisco, CA.
9.28 Prepare an agenda for an FBLA local chapter meeting.
9.29 Prepare minutes for an FBLA local chapter meeting.

Extension Skills

9.75 Obtain a guest speaker for the local FBLA chapter meeting.
9.76 Make arrangements for a group to attend a district or state FBLA conference.
9.77 Attend a district or state FBLA conference and prepare a report on the conference.

RESEARCH, REPORTS, AND ORGANIZATION OF BUSINESS DATA

Basic Skills

10.1 List the various sources outside the company from which to obtain research information.
10.2 Prepare an organizational chart for a local business.
10.3 List the parts of a formal report.
10.4 Define the following terms:
  a. appendix
  b. bibliography
  c. letter of transmittal
  d. format
10.5 Explain the different types of formats for manuscripts.

Developmental Skills

10.25 Develop and type a business report using tables and graphs on an instructor approved topic, include: appendix, bibliography, letter of transmittal, and footnotes or footnote page.
10.26 Give an oral report on the completed formal report.
10.27 Explain the use of a company procedures manual.

Extension Skills

10.75 Create a word processing manual.
10.76 Compose and type a letter to a company requesting a copy of that company's annual report.

BANKING, PAYROLL, TAXES, AND LEGAL PROCEDURES

Basic Skills

11.1 Explain the financial transactions a secretary is expected to perform.
11.2 Fill out a deposit ticket.
11.3 Name the major types of standard check endorements.
11.4 Explain the use of magnetic ink numbrs on checks and deposit tickets.
11.5 Outline the steps used in writing a check.
11.6 Explain the procedure for stopping payment on a check.
11.7 Reconcile a bank statement.
11.8 Explain the different services of electronic banking.
11.9 Explain the use of a petty cash fund.
11.10 List and discuss types of payroll records that must be kept in a business office.
11.11 Discuss the differences in hourly and salaried employees.
11.12 Explain the use of a check register.
11.13 Explain the procedure for following up on outstanding checks.

Developmental Skills

11.25 Discuss the uses of a safe-deposit box.
11.26 Define the terms "paralegal" and "legal" assistant.
11.27 List the reasons for verifying bills.
11.28 Explain the purposes of certified checks, official checks, bank drafts, and bank money orders.
11.29 Type a treasurer's report for the local FBLA chapter.
11.30 List the essential information needed for content in typing a contract.
11.31 Complete a payroll register and an employee's earnings record from a set of payroll records.
11.32 Discuss the administrative support personnel's need for a general knowledge of the law and legal procedures pertaining to: employee privacy, consumer protection, taxes, contracts, environmental protection, copyrights, affidavits, power of attorney, notary public, and equal employment regulations.

Extension Skills

11.75 Establish and maintain a petty cash fund for the local FBLA chapter.
11.76 Explain the secretary's role in compiling information for an employer's travel and entertainment expenses.
11.77 Select from a given list the income tax items that are taxable and the expense items that are deductible.
11.78 Research and list the steps necessary for becoming a notary public.
11.81 Identify the English translation of each of the following commonly used Latin terms: corpus juris, de jure, loco ciato, prima facie, pro tem, quasi, quod erat demonstration (Q.E.O.), scillicet (ss), sic, and et al.

PROFESSIONAL PLACEMENT AND ADVANCEMENT

Basic Skills

12.1 List the advantages and disadvantages of working in small and large offices.
12.2 List the fringe benefits many businesses and government agencies offer their employees.
12.3 List the facts a secretary should learn about a company before seeking employment.
12.4 Type a personal data sheet.
12.5 Type a letter of application and fill out a job application form.
12.6 Complete a pre-interview checklist.
12.7 List the questions an applicant may ask during the job interview.
12.8 List the types of tests a job applicant may be expected to take.
12.9 Type a follow-up letter.
12.10 Discuss the personal characteristics requisite to success as an adminstrative support employee. Include: dress, initiative, flexibility, awareness, positive human relations, first impressions, learning names, observing ground rules, code of ethics, office friendships, and sexual harassment.
12.11 List the activities that will aid in job advancement.
12.12 List the reasons why it is necessary for an administrative support employee to promote the employer and identify with management.

Developmental Skills

12.25 List the organizations in which an administrative support employee may participate in order to grow professionally.
12.26 List the general topics that personnel policies cover and the reasons these topics must be clearly defined.
12.27 List the steps in terminating employment.
12.28 Define the term "cross-training".

Extension Skills

12.75 List the typical duties of the following areas of secretarial specialization:
a. medical
b. legal
c. educational
d. technical
e. public stenographer
f. word processing and administrative support
g. temporary service
h. government
i. foreign service
12.76 Participate in a job interview with a local businessperson or a member of the FBLA/Business Education Advisory Committee.
12.77 Develop a job prospect list by researching placement offices, free and private employment agencies, newspaper advertisements, yellow pages, federal and state employment offices, and trade association directories.
12.78 Develop a desk manual for a secretary in a new job.
12.79 Prepare a report on "Planning to meet the Challenge of New Office Technology."
12.80 Select a professional organization that has an area local chapter. Attend a meeting or interview a member and give an oral report including a description of the organization, its objectives, activities, membership requirements, and services to members.
12.81 Type a report on how the Management by Objectives leadership style would affect an administrative support position.
12.82 Prepare a report on Maslow's hierarchy of needs and explain how an effective supervisor can assist subordinates in achieving a degree of the higher level needs.

WORD PROCESSING

ORIGIN OF WORD PROCESSING

Basic Skills

13.1 Discuss the traditional methods of processing words.
13.2 Discuss the modern methods of processing words.
13.3 Compare/contrast the traditional methods with the modern methods of processing words.
13.4 Trace the development of typewriters from early manuals to the text-editing equipment of today.
13.5 Define word processing terminology.

KEYBOARDING FOR WORD PROCESSING

Basic Skills

14.1 Identify selected basic service keys and their functions.
14.2 Identify terms associated with keyboarding functions.
14.3 Demonstrate the movement of the cursor.
14.4 Demonstrate the function of maintenance keys. (Examples — control key, code key, enter key, return key, capital key, etc.)
14.5 Practice input techniques from source documents.

Developmental Skills

14.25 Demonstrate text-editing functions.

Extension Skills

14.75 Key from rough draft and handwritten copy.
14.76 Key from original dictation.
14.77 Identify keys that fulfill a code or mode function.

EQUIPMENT OPERATIONS

Basic Skills

15.1 Perform appropriate start-up procedures.
15.2 Recognize the spatial arrangement of keys on the keyboard.
15.3 Demonstrate proper handling and care of hardware and software.
15.4 Identify printer option.
15.5 Identify appropriate input, output, and storage devices for word processing equipment.
15.6 Perform system commands necessary to store a program.
15.7 Perform system commands necessary to retrieve a program.
15.8 Perform system commands necessary to obtain a directory, catalog, or index.
15.9 Differentiate between software and hardware.
15.10 Discuss a word processing cycle.

Developmental Skills

15.25 Identify and discuss the function of word processing peripherals.
15.26 Trace the flow-of-information through the components of a word processing system.

OPERATIONAL PROCEDURES

Basic Skills

16.1 Maintain a well-organized work area.
16.2 Explain methods of naming documents and files.
16.3 Utilize a log/index.
16.4 Use standards for access to data and master diskettes (security).
16.5 Identify program and work diskettes.
16.6 Demonstrate loading of software program(s) and method of saving documents or files.

Developmental Skills

16.25 Prepare and maintain a file containing individual student output (hard copy).
16.26 Discuss production line counters in counting production.

Extension Skills

16.75 Develop standards for access to data diskettes and master diskettes (security).
16.76 Identify types of procedures manuals and their use.

DOCUMENT FORMATTING

Basic Skills

17.1 Compute and set margins and line lengths.
17.2 Demonstrate the procedures for setting tabs.

CREATING A DOCUMENT USING TEXT MANIPULATIONS

Basic Skills

18.1 Create a document.
18.2 Perform the following functions of word processing:
- a. format
- b. delete
- c. insert
- d. recall/revise
- e. store/save/write
- f. print
- g. underscore
- h. bold print
- i. center
- j. advance
- k. move text
- l. search/replace
- m. copy
- n. reformat

Developmental Skills

18.25 Key documents and set up variables.
18.26 Create a fill-in-/shell document.
18.27 Merge letter with fill-in-/shell.
18.28 Key a boilerplate and print a document.
18.29 Merge documents and file with variables.

18.30 Perform the following functions of word processing:
- a. superscript
- b. subscript
- c. headers
- d. footers

Extension Skills

18.75 Enter the FBLA Word Processing or related competitive event at the FBLA conference.

PROOFREADING, EDITING, AND REVIEWING DOCUMENTS

Basic Skills

19.1 Proofread and review documents.
19.2 Edit and revise documents.
19.3 Identify acceptable standards for business correspondence.

Developmental Skills

19.25 Identify misplaced words, phrases, or clauses.
19.26 Use a dictionary or other source to verify spelling.
19.27 Read for specific information.
19.28 Proofread for completeness and accuracy.

Extension Skills

19.75 Collect samples of letters, memos, newspaper articles, and other documents and proofread for errors.
19.76 Edit the samples using correct proofreader's marks.
19.77 Produce the samples into mailable documents.

CAREER PLANNING

Basic Skills

20.1 Describe the correspondence and administrative support employee's positions.
20.2 Explain the word processing supervisor's duties and responsibilities.

Developmental Skills

20.25 Describe how the role of the modern office worker has changed.
20.26 Evaluate a word processing position in terms of job title and description, advancement opportunity, and environment.
(Examples: Word Processing Trainee, Word Processing Operator, Word Processing Specialist I, Word Processing Specialist II/Assistant Supervisor, Phototype-Setting Specialist, Word Processing Trainer, Proofreader, Word Processing Supervisor)
20.27 Evaluate oneself in terms of career goals.

Extension Skills

20.75 Establish some goals for professional growth.
20.76 Compose a letter of application on word processing equipment.
20.77 Discuss characteristics that demonstrate potential leadership ability.
20.78 Analyze personal characteristics which may affect career choices.

SIMULATIONS

Basic Skills

21.1 Participate in a flow-of-work simulation designed for:
- a. reinforcement of previously learned skills and concepts
- b. decision-making
- c. group interaction
- d. flow of information and communications
- e. rotation assignments
- f. a capstone unit

21.2 Complete at least one position simulation which relates to a specific job of your choice such as accounting clerk, clerk typist, receptionist, or secretary.

Extension Skills

21.75 Prepare a Job Description Manual for FBLA competitive events.

21.76 Participate in the Executive Games.

Shorthand I

Grade Level: 10, 11, 12 Prerequisite: Typewriting

Shorthand I is a one-year course designed to develop shorthand skill through presentation of shorthand principles and theory, practice in reading and writing shorthand outlines, and the introduction of basic transcription skills. It serves the needs of students who have immediate vocational goals of entry-level stenographic positions and also of students who plan to further their study.

Introduction

Basic Skills

1.1 State the advantages of studying a shorthand system.
1.2 List three basic tools needed in studying shorthand and demonstrate proper use of these tools.
1.3 Demonstrate and list techniques that should be applied to facilitate the recording of shorthand notes.
1.4 Name work/study habits that should be developed in studying a shorthand system.

Developmental Skills

1.25 Write a paragraph discussing the advantages of studying a shorthand system.
1.26 Compose a paragraph that explains the importance of developing good techniques.
1.27 Apply daily good work/study habits.

Extension Skills

1.75 Prepare a report contrasting the different shorthand systems.
1.76 Develop an illustration display/bulletin board distinguishing between the different shorthand systems.
1.77 Plan and conduct an interview with a stenographer in the community and report orally to the class.

Theory

Basic Skills

2.1 Identify the alphabetic characters/outlines/strokes for the vowels, consonants, and blends used within the shorthand system being studied.
2.2 Write the character which represents each vowel, consonant, and blend within the shorthand system.
2.3 Use the mastery of the shorthand outlines to create combinations of sounds representing words.

2.4 Know and write the brief/speed forms (abbreviated outlines used for high-frequency words) correctly.
2.5 Recall brief/speed forms with fluency and accuracy.
2.6 Know and use the symbols used to express quantities and amounts.
2.7 Reproduce punctuation marks represented by special shorthand symbols.
2.8 Recognize and write the days of the week and months of the year in shorthand.
2.9 Use and write salutations and complimentary closings that are commonly used in shorthand.
2.10 Know and write the correct shorthand outline for geographical locations (the fifty states, principal cities, and countries).
2.11 Examine the principles of joining circles, angles, curves, straight lines, hooks, and downstrokes.
2.12 Discuss omission of silent letters; consecutive vowels; minor words in phrases; r in dern, tern, term, therm; u before n, m, straight and downstrokes.
2.13 Know and write the correct shorthand word beginnings and endings.

Developmental Skills

2.25 Develop word building skills through the use of the shorthand system strokes.
2.26 Compare proportions in writing with those in the text for legibility.
2.27 Recognize the importance of spelling the sounds of each outline that is not readily recognized.
2.28 Recognize the brief/speed form outlines and write them quickly.
2.29 Construct phrases and derivatives using brief/speed forms.
2.30 Read and write material using the special symbols for quantities, amounts, and punctuation marks.
2.31 Develop the ability to write — not draw the outlines.
2.32 Construct rapidly and fluently correct outlines for the days of the week and months of the year.
2.33 Know the two-letter state abbreviations and the correct spelling for each state.
2.34 Apply the principles of joining while writing shorthand and taking dictation.
2.35 Use the rules of omission while writing shorthand and taking dictation.
2.36 Apply word endings and beginnings while writing shorthand and taking dictation.

Extension Skills

2.75 Apply the use of shorthand to applications outside the classroom (songs on the radio, grocery lists, Sunday sermons, etc.).
2.76 Integrate brief/speed forms into games — bingo, tic-tac-toe, puzzles.
2.77 Document evolution drills through workbook activities.
2.78 Keep a diary in shorthand.
2.79 Select local geographical names and develop outlines for these significant locations.
2.80 Examine careers that use shorthand and prepare a research paper on these careers.

READING

Basic Skills

3.1 Read word lists, brief/speed forms, and phrases from the board, overhead, textbook, and/or handouts.
3.2 Read orally/silently letters from the textbook — spelling strokes for unfamiliar outlines.
3.3 Read letters from homework — spelling strokes for unfamiliar outlines.

Developmental Skills

3.25 Read rapidly word lists, brief/speed forms, and phrases from the board, overhead, textbook, and/or handouts.

3.26 Read rapidly unfamiliar plate material inserting proper punctuation.
3.27 Read a specified period of time from classroom dicatation, textbook, or handouts.

Extension Skills

3.75 Recite the FBLA Creed from teacher prepared outlines.
3.76 Read an article from the Tomorrow's Business Leader writing the shorthand outlines over the printed words.
3.77 Read classmates' homework.

Pre-Transcription Skills

Basic Skills

4.1 Demonstrate ability to place letters attractively on the page using correct letter placement.
4.2 Type business letters from shorthand plates given in the textbook in block format, modified block format, and modified block format with indented paragraph.
4.3 Type business letters with both mixed and open punctuation.
4.4 Practice using the dictionary properly.
4.5 Discuss the basic spelling rules.
4.6 Identify the common business vacabulary words that are similar in sound but different in meaning.
4.7 Apply the following grammar rules:
- a. plurals of nouns
- b. possessive form of nouns
- c. subject/verb agreement
- d. pronoun/antecedent agreement

4.8 Apply the following punctuation rules:
- a. comma
- b. semicolon
- c. hyphen
- d. dash
- e. colon
- f. apostrophe
- g. quotation marks
- h. capitalization
- i. abbreviations
- j. numbers

4.9 Apply rules of word division.

Developmental Skills

4.25 Improve speed and accuracy in typing business letters.
4.26 Type business letters from dictated material in block format, modified block format, and modified block format with indented paragraphs.
4.27 Type in correct format memorandums which have been dictated in shorthand.
4.28 Address large and small envelopes; fold and insert correctly transcribed letters.
4.29 Learn different methods of reproducing copies of letters.
4.30 Master spelling of the most misspelled words.
4.31 Use the dictionary to practice the following:
- a. correct spelling
- b. preferred form of variant spelling
- c. whether to use one or two words
- d. foreign words
- e. word division
- f. hyphenation of prefix and suffix

4.32 Practice drills and applications on the following grammar rules:
- a. plurals of nouns
- b. possessive form of nouns
- c. subject/verb agreement
- d. pronoun/antecedant agreement

4.33 Type letters applying the following punctuation rules:
- a. comma
- b. semicolon
- c. colon
- d. hyphen and dash
- e. apostrophe
- f. quotation marks
- g. capitalization
- h. abbreviation
- i. numbers

Extension Skills

4.75 Complete a practice set reviewing punctuation, grammar, spelling, word division, typewriting style, capitalization, numbers, and abbreviations.

Dictation

Basic Skills

5.1 Refine the shorthand system using accuracy and correct proportion in constructing legible outlines.
5.2 Use correct recording techniques.
5.3 Increase recording speed to the highest possible point through concentrated drill and practice.
5.4 Construct new outlines under the stress of dictation.
5.5 Extend word-retention ability through practice drills that require listening.
5.6 Take dictation from familiar material.
5.7 Take dictation from unfamiliar material.
5.8 Write for control, producing the best notes possible at any given speed.

Developmental Skills

5.25 Show improved speed in taking timed dictation.
5.26 Develop endurance in recording dictation for sustained speed.
5.27 Apply correction techniques during dictation when necessary.
5.28 Use control-level takes to improve penmanship and accuracy.
5.29 Use speed drills and techniques to develop speed.

Extension Skills

5.75 Write from teacher dictation FBLA materials.
5.76 Take dictation from a resource person letters that will actually be used.
5.77 Write from dictation the minutes of the FBLA meeting.

Transcription

Basic Skills

6.1 Identify proofreader's marks and use them correctly in editing material.
6.2 Discuss characteristics of a good proofreader.

6.3 Use a dictionary and/or reference guide to look up needed information.
6.4 Read shorthand notes rapidly in thought units, mentally applying the rules of English composition while reading.
6.5 Use good judgement to place letters attractively on the page.
6.6 Record office-style dictation.
6.7 Make neat acceptable correction.
6.8 Prepare a typewritten transcript within a specified period of time applying the principles of English grammar, capitalization, punctuation, spelling, word division, word usage, and typing form.

Developmental Skills

6.25 Identify and correct errors by proofreading/editing.
6.26 Analyze the content and neatness of the transcribed material.
6.27 Assess each line in the dictated material for correct spelling, typographical errors, content, word division, punctuation, and grammar.
6.28 Practice speed drills, technique drills, spelling drills, English drills, and job-technique drills.
6.29 Apply the following procedures to be followed in Office Style Dictation:
a. record uneven dictation
b. make changes in notes
c. handle special instructions
d. place a diagonal line through an outline to be omitted
e. draw a wavy line through the entire sentence to be omitted
f. indicate in a distinctive way dictation that is to be given
g. leave blank lines for instructions
6.30 Use correcting devices properly (erasers, type corrections, fluids, correcting typewriters, text-editors).
6.31 Typewrite with accuracy, using good techniques and proper format.

Extension Skills

6.75 Make contact with another school and exchange letters written in shorthand.
6.76 Prepare time capsule and open at the end of the year.

Shorthand II

Grade Level: 11, 12

Prerequisites: Shorthand I
Typewriting I

Shorthand II is a one-year course designed to cover the study of advanced dictation and transcription. The proficiencies obtained in Shorthand I are extended through a review of shorthand theory and through a continued emphasis on the mechanics of English and transcription techniques. The students will develop vocational competency by building speed and accuracy in taking dictation and in transcribing mailable copy.

Review

Basic Skills

1.1 Recall and review theory learned in Shorthand I.
1.2 Practice brief/speed forms for accuracy and speed.
1.3 Discuss and review grammar rules.
1.4 Discuss and review punctuation rules.
1.5 Recall and discuss typewriting styles and basics.
1.6 Expand shorthand vocabulary.
1.7 Discuss and review word division rules.
1.8 Recall and review spelling rules.
1.9 Recall and review rules for the use of numbers and abbreviations.
1.10 Recall work/study habits that should be developed in studying a shorthand system.
1.11 Read letters from homework — spelling strokes for unfamiliar outlines.
1.12 Read rapidly unfamiliar plate material inserting proper punctuation.
1.13 Read within a specified period of time from classroom dictation, textbook, or handouts.

Developmental Skills

1.25 Read and write material containing special outlines — days of week, months, quantities, amounts, geographical locations, punctuation marks, word endings and beginnings, rules of omission, and principles of joining.
1.26 Practice theory lessons at the beginning of the term to refresh the theory concepts.
1.27 Complete worksheets reviewing grammar rules.
1.28 Complete worksheets reviewing the rules for typewriting.
1.29 Complete worksheets reviewing the word division rules.
1.30 Complete worksheets reviewing the use of numbers and abbreviations.
1.31 Use the dictionary to practice the following:
a. correct spelling
b. preferred form of variant spelling
c. whether to use one or two words
d. foreign words
e. word division
f. hyphenation of prefix and suffix

1.32 Complete worksheets reviewing the use of common business vocabulary words that are similar in sound but different in meaning.
1.33 Improve speed and accuracy in typing business letters.
1.34 Type business letters from dictated material in block format, modified block format, and modified block format with indented paragraphs.
1.35 Type in correct format memorandums which have been dictated in shorthand.
1.36 Address large and small envelopes; fold and insert correctly transcribed letters.
1.37 Master spelling frequently misspelled words.

Extension Skills

1.75 Prepare a secretarial notebook containing general secretarial information.
1.76 Complete a practice set which reviews the rules of grammar, punctuation, word division, typewriting style, capitalization, numbers, and transcription.
1.77 Organize an old-fashioned spelling bee using the list of frequently misspelled words.

DICTATION

Basic Skills

2.1 Refine the shorthand system using accuracy and correct proportion in constructing legible outlines.
2.2 Use correct recording techniques.
2.3 Increase recording speed to the hightest possible point through concentrated drill and practice.
2.4 Construct new outlines under the stress of dictation.
2.5 Extend word-retention ability through practice drills that require listening.
2.6 Take dictation from familiar material.
2.7 Take dictation from unfamiliar material.
2.8 Write for control, producing the best notes possible at any given speed.

Developmental Skills

2.25 Show improved speed in taking timed dictation.
2.26 Develop endurance in recording dictation for sustained speed.
2.27 Apply correction techniques during dictation when necessary.
2.28 Use control-level takes to improve penmanship and accuracy.
2.29 Use speed drills and techniques to develop speed.

Extension Skills

2.75 Take dictation on specialized areas such as law, medicine, etc.
2.76 Write from dictation the minutes of an Advisory Committee meeting.
2.77 Take dictation from a resource person letters that will actually be used.
2.78 Organize a visit to a business office for a day or more and take dictation from a businessperson.

TRANSCRIPTION

Basic Skills

3.1 Identify proofreader's marks and use them correctly in editing material.
3.2 Discuss characteristics of a good proofreader.
3.3 Use a dictionary and/or reference guide to look up needed information.
3.4 Read shorthand notes rapidly in thought units, mentally applying the rules of English composition while reading.

3.5 Use good judgment to place letters attractively on the page.
3.6 Record office-style dictation.
3.7 Make neat acceptable corrections.
3.8 Prepare a typewritten transcript within a specified period of time applying the principles of English grammar, capitalization, punctuation, spelling, word division, word usage, and typing form.

Developmental Skills

3.25 Identify and correct errors by proofreading/editing.
3.26 Analyze the content and neatness of the transcribed material.
3.27 Assess each line in the dictated material for correct spelling, typographical errors, content, word division, punctuation, and grammar.
3.28 Practice speed drills, technique drills, spelling drills, English drills, and job-technique drills.
3.29 Apply the following procedures to be followed in Office Style Dictation:
- a. record uneven dictation
- b. make changes in notes
- c. handle special instructions
- d. place a diagonal line through an outline to be omitted
- e. draw a wavy line through the entire sentence to be omitted
- f. indicate in a distinctive way dictation that is to be given
- g. leave blank lines for instructions

3.30 Use correcting devices properly (erasers, type corrections, fluids, correcting typewriters, text-editors).
3.31 Produce mailable/acceptable letters.

Extension Skills

3.75 Complete a secretarial simulation.
3.76 Record and transcribe minutes of a Future Business Leaders of America meeting.
3.77 Produce mailable letters on word processing equipment.
3.78 Produce legal and medical documents using proper form.

PERSONAL EMPLOYMENT AND HUMAN RELATIONS

Basic Skills

4.1 Match terms associated with human relations to correct definitions.
4.2 Discuss self-awareness in terms of needs, emotions, values, and personality.
4.3 Develop an understanding of how one's self-concept can affect success in work situations.
4.4 Discuss attitude - positive and negative - and its makeup.
4.5 Explain the importance of personality as it relates to human relations.
4.6 List personality traits or qualities which everyone has in common.
4.7 Discuss the relationship between attitude and job performance.
4.8 Demonstrate the importance of protecting data files and information with integrity and confidentiality.
4.9 Discuss the importance of following chain of command procedures.
4.10 Demonstrate honesty in classroom production.
4.11 Demonstrate ability to work under pressure or abnormal conditions.
4.12 Prepare a letter of application.
4.13 Prepare a resume.
4.14 Plan work efficiently to meet deadlines.
4.15 Discuss and exhibit proper dress and conduct for the business office.
4.16 Discuss proper grooming for the business office.

Developmental Skills

4.25 Demonstrate positive attitudinal traits in grooming, dress, body, and facial expressions.
4.26 Develop successful methods of working with peers, administration, teachers, business people, and other community people.
4.27 Explain the skills necessary for interaction among the various levels of groups.
4.28 Demonstrate proper business rules of etiquette.
  a. introductions
  b. manners
  c. dining
    1. proper use of knife, fork, and spoon
    2. correct use of the napkin
    3. tipping procedures
4.29 Evaluate personal work habits and attitudes.
4.30 Exhibit knowledge of proper dress and conduct for the business office.
4.31 Accept constructive criticism in a positive manner.

Extension Skills

4.75 Complete a receptionist job simulation.
4.76 Conduct a "Dress for Success" Day.
4.77 Develop a seminar on grooming, makeup, hairstyles, and proper dress.
4.78 Select films on grooming, dress, personality traits, manners, and work habits.
4.79 Select speakers on motivation, attitudes, grooming, and job interviews.

Typewriting I

Grade Level: 7, 8, 9, 10, 11, 12 Prerequisites: None

Typewriting I is a two-semester course designed to introduce the student to typewriting with emphasis on desirable typewriting techniques. Emphasis is placed on the following: mastery of the keyboard; development of speed and accuracy; basic problem-solving applications of centering and arranging reports, letters, and tables; proofreading; and the care of the typewriter. Typewriting I is important for developing entry-level skills for business careers.

KEYBOARDING

Basic Skills

1.1 Prepare machine and work area.
1.2 Demonstrate proper keyboarding posture.
1.3 Identify parts of machine used to insert paper.
1.4 Demonstrate correct insertion and removal of paper.
1.5 Identify home row keys.
1.6 Demonstrate correct fingering for the alphabetical, numerical, and symbol keys using the touch method.
1.7 Operate basic service keys.
1.8 Demonstrate setting left and right margins.
1.9 Type words using proper keystroking techniques.
1.10 Compute gross words a minute on a one-minute timed writing.
1.11 Space properly after punctuation marks.
1.12 Space correctly before and after symbols.
1.13 Demonstrate proper care of the typewriter.
1.14 Compute margin settings for various line lengths using different pitches.
1.15 Type sentences and paragraphs using proper keyboarding techniques.

Developmental Skills

1.25 Type from handwritten and rough-draft copy using proofreader's marks.
1.26 Compute gross words a minute on two-, three-, and five-minute timed writings.
1.27 Demonstrate speed and accuracy progress.

Extension Skills

1.75 Create and/or participate in typewriting games.

BASIC FORMATTING SKILLS

Basic Skills

2.1 Demonstrate improved keystroking speed and control.
2.2 Center lines horizontally.

2.3 Center lines vertically.
2.4 Demonstrate proper word division.
2.5 Demonstrate ability to listen for typewriter bell as signal to return.
2.6 Demonstrate use of margin release by typing outside left and right margins.
2.7 Type memorandums on half sheets from arranged, unarranged, script, and rough-draft copy.
2.8 Type book reports and article summaries with or without source notes.
2.9 Type business letters on full sheets from both arranged and unarranged copy.
2.10 Address small envelopes; fold and insert letters into small envelopes.

Developmental Skills

2.25 Compose as you type.
2.26 Center copy horizontally and vertically on special-size paper.

Extension Skills

2.75 Use word processing equipment and software.
2.76 Compose, format, and type reports of FBLA activities on word processing equipment.
2.77 Create and/or participate in typewriting games.
2.78 Enter the typewriting competitive event at the FBLA conference.

ADVANCED FORMATTING SKILLS

Basic Skills

3.1 Improve keystroking speed and control.
3.2 Identify and correct errors.
3.3 Format and type business letters in one of the commonly used styles.
3.4 Address large envelopes using regular and OCR format; fold and insert letters into large envelopes.
3.5 Align and type Arabic and Roman numerals.
3.6 Format and type topic outlines.
3.7 Type a figure or symbol above the line (superscript).
3.8 Type a figure or symbol below the line (subscript).
3.9 Format and type a two-page unbound report with or without footnotes.
3.10 Align numeric data at the decimal.
3.11 Center, format, and type two- and three-column tables.
3.12 Place letters attractively on page using letter placement table.
3.13 Place letters attractively on various size stationery.

Developmental Skills

3.25 Prepare carbon copies.
3.26 Reinsert the paper and align the copy to type over a character or correct an error.
3.27 Type business letters in block format, modified block format and modified block format with indented paragraphs.
3.28 Type business letters with both mixed and open punctuation.
3.29 Demonstrate proper placement of special letter parts.
3.30 Center and type a table on special-size paper.
3.31 Center, format, and type two- and three-column tables, with main, secondary, and columnar headings.
3.32 Type leftbound and topbound reports with side headings and paragraph headings, with and without footnotes and/or endnotes.
3.33 Type a title page.
3.34 Type a memorandum.
3.35 Type an itinerary and minutes of a meeting.

3.36 Type letter of application for employment and a personal data sheet.
3.37 Type an application for employment.
3.38 Prepare form letters.
3.39 Type two-page letters from unarranged copy, using horizontal and vertical styles for second-page headings.
3.40 Type copy with right margin justified.
3.41 Apply basic grammar and number guides.
3.42 Apply basic punctuation and capitalization guides.
3.43 Type tables deciding number of spaces between columns.

Extension Skills

3.75 Complete a typewriting simulation.
3.76 Format, type, and print FBLA communications on word processing equipment.

Typewriting II

Grade Level: 9, 10, 11, 12 Prerequisites: Typewriting I

Typewriting II is a one- or two-semester course designed to continue speed and accuracy development, to improve production of various types of business communications and reports, to supplement knowledge of typing special business forms and tables, and to refine efficient work habits. Instruction in reprographics may be included which provides specific instruction in typestyles, supplies, copy preparation, and duplication processes. Typewriting II provides the skills and knowledge necessary for entry-level employment in many office positions.

PERFORMANCE SKILLS

Basic Skills

1.1 Demonstrate improvement of speed and accuracy on straight copy material.
1.2 Demonstrate improvement of speed and accuracy on script copy material.
1.3 Demonstrate improvement of skill transfer from straight copy to script copy.
1.4 Proofread and circle errors.
1.5 Apply basic language arts skills including:
- a. word division guides
- b. number guides
- c. grammar guides
- d. punctuation guides
- e. spelling guides
- f. capitalization guides

1.6 Determine gross words a minute on three- and five-minute timed writings.

Developmental Skills

1.25 Demonstrate improvement of speed and accuracy on rough-draft copy.
1.26 Demonstrate improvement of speed and accuracy on statistical copy.
1.27 Demonstrate improvement of skill transfer from straight copy to rough-draft copy.
1.28 Demonstrate improvement of skill transfer from straight copy.

Extension Skills

1.75 Type report from rough-draft on word processing equipment.

BUSINESS LETTERS, MEMORANDUMS, AND ENVELOPES

Basic Skills

2.1 Plan, organize, and produce office communications.
2.2 Format and type business letters in the following formats:
- a. block
- b. modified block
- c. modified block with indented paragraphs

2.3 Type business letters with both mixed and open punctuation.
2.4 Type two-page letters using horizontal and vertical formats for second-page headings.
2.5 Demonstrate placement of special letter parts.
2.6 Supply missing letter parts.
2.7 Type letter on half-size stationery.
2.8 Identify and correct errors.
2.9 Format and type interoffice memorandums.
2.10 Address envelopes for company mail.
2.11 Prepare form letters.
2.12 Address large envelopes in OCR and regular format.

Developmental Skills

2.25 Type letter on executive-size stationery.
2.26 Type message/reply memorandums.
2.27 Watch demonstration of photocopy machine.
2.28 Type letter with special features including:
- a. attention line
- b. subject line
- c. company name in closing
- d. special mailing and handling notation
- e. listed enclosures
- f. copy notations
- g. postscript

2.29 Type simplified interoffice memorandum.
2.30 Type two-page interoffice memorandum.
2.31 Use log sheets in recording completed jobs.

Extension Skills

2.75 Type letter using a foreign mail notation.
2.76 Type informal government letter with a blind copy notation.
2.77 Prepare letter for mailing in a window envelope.
2.78 Type letter in AMS Simplified format.
2.79 Make corrections on letter using self-correcting typewriter.

REPORTS

Basic Skills

3.1 Center and type spread heading.
3.2 Type title page.
3.3 Type unbound report from semi-arranged copy.

Developmental Skills

3.25 Type unbound report with footnotes from unarranged copy.
3.26 Type leftbound and topbound reports with side and paragraph headings, with and without footnotes and/or endnotes.
3.27 Type table of contents.
3.28 Type reference list (bibliography).

Extension Skills

3.75 Format and type an unbound report with or without footnotes and/or endnotes on word processing equipment.
3.76 Make corrections on a document using a correcting typewriter.
3.77 Demonstrate reprographics skills.

TABLES AND FINANCIAL STATEMENTS

Basic Skills

4.1 Center copy both vertically and horizontally.
4.2 Align numeric data at decimal point.
4.3 Format and type tables with varying number of columns with main, secondary, and columnar headings.
4.4 Type table with leaders.
4.5 Type table with source notes.
4.6 Type tables of statistical and numeric data.

Developmental Skills

4.25 Type table with horizontal rules.
4.26 Type table with vertical rules.
4.27 Type balance sheet.
4.28 Type income statement.
4.29 Type in reading position a multi-column boxed table with source notes.

Extension Skills

4.75 Center and print a hard copy of the FBLA Pledge vertically and horizontally on word processing equipment.

SPECIAL BUSINESS FORMS

Basic Skills

5.1 Prepare and type an itinerary.
5.2 Prepare and type an agenda for a meeting.
5.3 Type minutes of a meeting.
5.4 Develop skill in typing purchase requisitions.
5.5 Develop skill in typing purchase orders.
5.6 Develop skill in typing bills of lading.
5.7 Develop skill in typing invoices.
5.8 Develop skill in typing index cards.
5.9 Develop skill in typing statements of accounts.
5.10 Develop skill in typing postal cards.

Developmental Skills

5.25 Compose and type news releases.
5.26 Type telegraphic messages.

Extension Skills

5.75 Compose, format, and type an FBLA news release on word processing equipment.

SIMULATIONS

Basic Skills

6.1 Prepare and type a resume.
6.2 Prepare and type a letter of application.
6.3 Complete a job application form.
6.4 Type a follow-up letter.

Developmental Skills

6.25 Complete a typewriting simulation.

Extension Skills

6.75 Type FBLA annual report.
6.76 Enter the Typewriting competition event at the FBLA conference.

Word Processing I

Grade Level: 10, 11, 12 Prerequisites: Typewriting I

Word Processing I is a one-semester course designed to provide students with entry level skills in word processing concepts, operations, text manipulations, and production of business documents using an intermediate or advanced level software program. In addition, training in basic word vocabulary skills; mechanics of punctuation and grammar; format and style; and proofreading, editing, and reviewing business documents is included in the course.

ORIGIN OF WORD PROCESSING

Basic Skills

1.1 Discuss the traditional methods of processing words.
1.2 Discuss the modern methods of processing words.
1.3 Compare/contrast the traditional methods with the modern methods of processing words.
1.4 Trace the development of typewriters from early manuals to the text-editing equipment of today.
1.5 Define word processing terminology.

KEYBOARDING FOR WORD PROCESSING

Basic Skills

2.1 Demonstrate proper keyboarding techniques and finger stroking positions.
2.2 Identify selected basic service keys and their functions.
2.3 Identify terms associated with keyboarding functions.
2.4 Demonstrate the movement of the cursor.
2.5 Demonstrate the function of maintenance keys. (Examples - control key, code key, enter key, return key, capital key, etc.)
2.6 Practice input techniques from source documents.

Developmental Skills

2.25 Demonstrate text-editing functions.

Extension Skills

2.75 Key from rough draft and handwritten copy.
2.76 Key from original dictation.
2.77 Identify keys that fulfill a code or made function.

EQUIPMENT OPERATIONS

Basic Skills

3.1 Perform appropriate start-up procedures.
3.2 Recognize the spatial arrangement of keys on the keyboard.
3.3 Demonstrate proper handling and care of hardware and software.
3.4 Identify printer option.
3.5 Identify appropriate input, output, and storage devices for word processing equipment.
3.6 Perform system commands necessary to store a program.
3.7 Perform system commands necessary to retrieve a program.
3.8 Perform system commands necessary to obtain a directory, catalog, or index.
3.9 Differentiate between software and hardware.
3.10 Discuss a word processing cycle.

Developmental Skills

3.25 Identify and discuss the function of word processing peripherals.
3.26 Trace the flow-of-information through the components of a word processing system.

OPERATIONAL PROCEDURES

Basic Skills

4.1 Maintain a well-organized work area.
4.2 Explain methods of naming documents and files.
4.3 Utilize a log/index.
4.4 Use standards for access to data and master diskettes (security).
4.5 Identify program and work diskettes.
4.6 Demonstrate loading of software program(s) and method of saving documents or files.

Developmental Skills

4.25 Prepare and maintain a file containing individual student output (hard copy).
4.26 Discuss production line counters in counting production.

Extension Skills

4.75 Develop standards for access to data diskettes and master diskettes (security).
4.76 Identify types of procedures manuals and their use.

DOCUMENT FORMATTING

Basic Skills

5.1 Compute and set margins and line lengths.
5.2 Demonstrate the procedures for setting tabs.

CREATING A DOCUMENT USING TEXT MANIPULATIONS

Basic Skills

6.1 Create a document.
6.2 Perform the following functions of word processing:
- a. format
- b. delete
- c. insert
- d. recall/revise
- e. store/save/write
- f. print
- g. underscore
- h. bold print
- i. center
- j. advance
- k. move text
- l. search/replace
- m. copy
- n. reformat

Developmental Skills

6.25 Key documents and set up variables.
6.26 Create a fill-in-/shell document.
6.27 Merge letter with fill-in-/shell.
6.28 Key a boilerplate and print a document.
6.29 Merge documents and file with variables.
6.30 Perform the following functions of word processing:
- a. superscript
- b. subscript
- c. headers
- d. footers

Extension Skills

6.75 Enter the FBLA Word Processing or related competitive event at the FBLA conference.

PROOFREADING, EDITING, AND REVIEWING DOCUMENTS

Basic Skills

7.1 Proofread and review documents.
7.2 Edit and revise documents.
7.3 Identify acceptable standards for business correspondence.

Developmental Skills

7.25 Identify misplaced words, phrases, or clauses.
7.26 Use a dictionary or other source to verify spelling.
7.27 Read for specific information.
7.28 Proofread for completeness and accuracy.

Extension Skills

7.75 Collect samples of letters, memos, newspaper articles, and other documents and proofread for errors.
7.76 Edit the samples using correct proofreader's marks.
7.77 Produce the samples into mailable documents.

CAREER PLANNING

Basic Skills

8.1 Describe the correspondence and administrative support employee's positions.
8.2 Explain the word processing supervisor's duties and responsibilities.

Developmental Skills

8.25 Describe how the role of the modern office worker has changed.
8.26 Evaluate a word processing position in terms of job title and description, advancement opportunity, and environment.
(Examples: Word Processing Trainee, Word Processing Operator, Word Processing Specialist I, Word Processing Specialist II/Assistant Supervisor, Phototype-Setting Specialist, Word Processing Trainer, Proofreader, Word Processing Supervisor)
8.27 Evaluate oneself in terms of career goals.

Extension Skills

8.75 Establish some goals for professional growth.
8.76 Compose a letter of application on word processing equipment.
8.77 Discuss characteristics that demonstrate potential leadership ability.
8.78 Analyze personal characteristics which may affect career choices.

THE IMPACT OF MODERN TECHNOLOGY IN COMMUNICATION

Basic Skills

9.1 Define computer language terms such as: communicating computer, microcomputer, minicomputer, interface, program, software, compatability, intelligent word processor.
9.2 List the advantages of using word processing equipment.
9.3 Define information processing.
9.4 Define telecommunications.
9.5 Define networking in relation to communications.
9.6 Explain the advantages/disadvantages of using networking systems for communications.

Developmental Skills

9.25 Describe the impact that computer technology has made on the individual's role as a communicator.
9.26 List ways that office technology, such as word processing, information processing, networking, and telecommunications, affects the communication process.

Extension Skills

9.75 Visit a public or school library and summarize from a business periodical an article on any phase of word or information processing.
9.76 Visit a local business or industry that uses word processing equipment and describe the equipment in use and the purposes for which it is used.

9.77 Collect mail samples prepared on word processing equipment or computers and analyze their effectiveness as communication devices.
9.78 Determine the impact that computers have on personal lives.
9.79 Locate an article on microcomputers and summarize the contents.

BASIC WORD AND VOCABULARY SKILLS

Basic Skills

10.1 Substitute a synonym for the following descriptive terms through the use of a dictionary or thesaurus: (1) fix typewriter (2) a fine meal (3) a good worker (4) fix the dinner (5) a fine speaker (6) a good secretary.
10.2 Write a brief definition of the following commonly confused words: accept, except; affect, effect; capital, capitol; cite, site; complement, compliment; council, counsel, consul; formally, formerly; precede, proceed; principle, principal; stationery, stationary.

Developmental Skills

10.25 Make a list of many frequently misspelled words used in business writing and use the words in a sentence.
10.26 Write the rules for use of numbers.

Extension Skills

10.75 Write a paragraph using "picture" words on a recent event.

PUNCTUATION MECHANICS OF BUSINESS DOCUMENTS

Basic Skills

11.1 Apply basic punctuation rules to a group of sentences using the period, question mark, and exclamation point.
11.2 Punctuate compound sentences, a word series, phrases, clauses, interrupting elements, appositives, titles, degrees, dates, addresses, adjectives, and omissions with the comma.
11.3 Punctuate sentences using the comma, semicolon, colon, dash, quotation marks, parentheses, and apostrophe.
11.4 Apply capitalization rules to first words, persons, places, things, titles, and school subjects.
11.5 Apply the basic rules of word division to a given set of words.
11.6 Demonstrate skill in using possessives by underlining errors in a given set of sentences.
11.7 Design business documents utilizing correct punctuation procedures.

Developmental Skills

11.25 Write a business memo utilizing the quotation, parentheses, and apostrophe marks.

Extension Skills

11.75 Analyze a business message for punctuation mistakes.
11.76 Compose a business document utilizing the correct punctuation mechanics.
11.77 Prepare a written report using a manuscript style and correct punctuation mechanics.

GRAMMAR MECHANICS IN BUSINESS DOCUMENTS

Basic Skills

12.1 Recognize complete and incomplete sentences.
12.2 Define subject and verb and their usage.
12.3 Explain why subject and verb agreement is necessary.
12.4 Identify adjectives and adverbs.
12.5 Identify infinitives and split infinitives.
12.6 Identify the principal parts of verbs from a given list.
12.7 Supply the plural forms to a given list of nouns.
12.8 Define nouns and pronouns.
12.9 Supply the possessive form to a given list of nouns and pronouns.
12.10 Arrange for the correct preposition to be used in a given set of sentences.

OTHER MECHANICS OF BUSINESS DOCUMENTS

Basic Skills

13.1 Compare the use of synonyms and antonyms in business communications.
13.2 Explain the use of reference materials such as dictionaries, thesauruses, and word division manuals.
13.3 Apply word-division rules in written expressions.
13.4 Use rough-draft revision symbols in correcting a document.

Developmental Skills

13.25 Select the correct word within the context of a sentence.
13.26 Relate the importance of spelling as a vital communication skill.

Extension Skills

13.75 Compose a number of written communication documents utilizing proper mechanics.

BUSINESS LETTER FORMAT AND STYLE

Basic Skills

14.1 Name the parts of a business letter.
14.2 Determine the margins for a short, medium, and long business letter.
14.3 Set up the format for a second page of a business letter.
14.4 Identify the basic letter styles.
14.5 Define open and closed punctuation.
14.6 Explain formats such as: standard letter, letter with special parts, form letters, table, report, and envelope.

TYPES OF BUSINESS LETTERS

Basic Skills

15.1 Name the most frequently used types of business letters.
15.2 Give an example of who would use the following types of business letters: (a) request (b) claims and adjustment (c) credit and collection (d) sales (3) employment (f) social business.
15.3 Discuss the "C's" of communication.
15.4 Compare writing positive letters to negative letters.

Developmental Skills

15.25 List and describe the types of letters the following people might write in a typical month; (a) electronics store owner (b) police chief (c) high school teacher (d) automobile dealer (e) dentist.

Word Processing II

Grade Level: 10, 11, 12 Prerequisites: Word Processing I

Word Processing II is a one-semester course designed to provide students with competencies in word processing concepts. Emphasis is on production of business documents and applications including formats, creating and maintaining files, repetitive documents, revising and printing.

THE WORD PROCESSING ENVIRONMENT

Basic Skills

1.1 Discuss the various models of office layout within word processing organizations.
1.2 Discuss the importance of a proper environment for word processing equipment, procedures, and people.
1.3 Identify the factors which are important for a proper climate: temperature, humidity, air circulation, color, lighting, and noise control.
1.4 Name the elements of word processing.

Developmental Skills

1.25 Compare the conventional office layout to one that uses open planning.

Extension Skills

1.75 Discuss the advantages of centralization and of decentralization of word processing services.

THE INFORMATION PROCESSING CYCLE

Basic Skills

2.1 Discuss "input" (the originator's organization of text that is to be processed).
2.2 Explain the "output" of the cycle.
2.3 List the steps in the revision of a document.
2.4 Discuss the "reproduction" step.
2.5 Demonstrate the storage of a document.

PROGRAM DISKETTES

Basic Skills (micro)

3.1 Demonstrate the duplicating of the program diskette.
3.2 Configure the program diskette to peripherals.
3.3 Create documents with auto carrier return off.
3.4 Demonstrate personalizing of a program diskette.

Extension Skills

3.75 Demonstrate conlining a program diskette onto a 2D diskette.

CREATE, REVISE, CHECK SPELLING, AND PRINT TEXT

Basic Skills

4.1 Create business documents.
4.2 Create multi-page documents.
4.3 Emphasize spelling, hyphenating, and pagination.
4.4 Demonstrate use of supplemental dictionaries.
4.5 Demonstrate the use of the GLOBAL key in making recurring changes.
4.6 Demonstrate use of the overstrike character.
4.7 Discuss superscripts and subscripts.
4.8 Discuss additional print information.

Developmental Skills

4.25 Create simple tables.
4.26 Create advanced tables.
4.27 Revise tables.
4.28 Discuss shortcuts to checking and figuring.

REPRODUCING, STORING, AND RETRIEVING TEXT

Basic Skills

5.1 Identify the basic options for reproducing text in business offices.
5.2 Distinguish between the use of in-house typesetting and commercial printing services.
5.3 Select the appropriate reproduction device or option according to the circumstances given.
5.4 Reproduce a given set of documents.

Developmental Skills

5.25 Store, retrieve, and print a given set of documents.

CREATING DOCUMENTS FROM STORED TEXT

Basic Skills

6.1 Create form letters with stored variable information.
6.2 Create repetitive paragraphs with variable information.
6.3 Create repetitive paragraphs with stored variable information.

DISTRIBUTING TEXT

Basic Skills

7.1 Describe various methods and equipment available to companies for their internal and external distribution of information.
7.2 Determine delivery methods based on appropriate company needs.
7.3 Discuss problems that are associated with the distribution of information.

FORMATS

Basic Skills

8.1 Explain the adding of headers and footers to a document.
8.2 Demonstrate indented formats.
8.3 Demonstrate changes in the page format.
8.4 Determine the location of where lines and pages end.
8.5 Demonstrate type style changes.
8.6 Justify a document.

Extension Skills

8.75 Produce business documents using correct formats.

REPETITIVE LETTERS

Basic Skills

9.1 Produce repetitive letters with variable information.
9.2 Produce repetitive letters with conditional addresses and punctuation.
9.3 Produce repetitive letters with math.

Developmental Skills

9.25 Demonstrate application involving text fields.

CREATING AND MAINTAINING FILES

Basic Skills

10.1 Define records processing.
10.2 Demonstrate the addition and revision of records in a file.
10.3 Demonstrate the deletion and renumbering of records in a file.
10.4 Demonstrate printing — output of the complete file.

Developmental Skills

10.25 Print documents with sorted fields.
10.26 Store and recall file setups.

THE PSYCHOLOGY OF BUSINESS WRITING

Basic Skills

11.1 Recognize psychological appeals in business writing.
11.2 Evaluate the effectiveness of the "you" attitude in business communications.
11.3 Assess the importance of using appropriate words in written communications.
11.4 Explain the importance of creating goodwill in communications.
11.5 Recognize the value of plain, simple words in written communications.
11.6 Discuss the effects of learning to say "no" in a positive way.

PROOFREADING, EDITING, AND REVIEWING CORRESPONDENCE

Basic Skills

12.1 Proofread and review documents.
12.2 Edit and revise documents.
12.3 Distinguish between positive and negative statements.
12.4 Edit correspondence for a more pleasant tone.
12.5 Identify the requirements of a proper business letter and acceptable standards of business communications.

Developmental Skills

12.25 Apply proofreader's marks in correcting business documents.
12.26 Correct a blunt or rude demand into a courteous reply.
12.27 Identify misplaced words, phrases, or clauses.
12.28 Use a dictionary or other source to verify spelling.
12.29 Read for specific information.
12.30 Proofread for completeness and accuracy.

Extension Skills

12.75 Collect samples of letters, memos, newspaper articles, and other documents and proofread for errors.
12.76 Edit the samples using correct proofreader's marks.
12.77 Produce the samples into mailable documents.

PROJECT APPLICATIONS

Basic Skills

13.1 Complete project applications designed for:
a. reinforcement of previously learned skills and concepts
b. decision-making
c. flow of information and communications